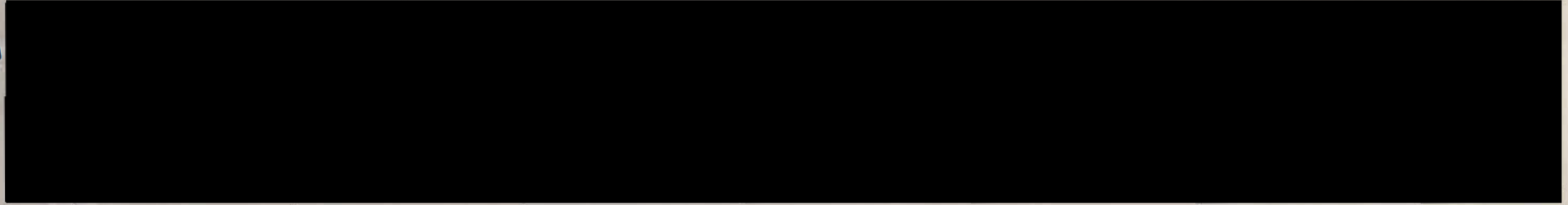


## Improving the Consumer Care Guideline

Name: Cristina Mackay Email address 

The Electricity Authority intends to publish all submissions it receives. If you prefer parts of your submission NOT to be published, please indicate which parts and why.

Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?

No. Because they are not mandatory.  
Poor people are suffering.

Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to consumers?

Yes.



## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Action needs to be stronger.  
All guidelines should be mandatory.

What issues that fall outside of the current Guidelines would you like to see us consult on next?

◦ electric supply should be owned by government.

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).  
Submissions close 5pm 2 October 2023.