## The Electricity Authority Te Mana Hiko Consumer Care Guidelines consultation | Survey submissions



The Electricity, Authority's Mann Hiso consulted on options to strengthen and update the Consumer Care Quidelines to ensure New Youldness's receive a standard and consciount level of care from their electricity, retains.

We received on any 1000 authorises during the consultation period, 500 of which came the received as a lambstrate wis occurred.

We received the proposes of the 1000 electricity from the 1000 electricity and a lambstrate wis occurred.

We received on any 1000 authorises of the 1000 electricity from the 1000 electri

Prease not	that some resp	ponses in the table	percentage deem resucces, in part or in run, either as requested by submitters or to pro-	ect the pr	. Nacy of individuals.					
		Q1: 00 y	ou Blok that the Guidelines are currently delivering on their purpose and intended outscores?  Car you led on ever to inappent pure execut?  The cost of energy to due of custod and companies rating recessive profits.	Q2: 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?	Q2: What do you think the benefits to demestic consumers will be under options 2, 2, and 49  Question of the spaces		Q4: Do you agree with our preliminary preference for option 3?	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint same	Lind name	Response	Can you tell us more to oupport your answer?	tesponse	If no, glease tell is what parts of the Guidelines you think prevent the greatest have from societing to consumers.	Open Ended Response	Response	If no, please tell or which option you think in better.	Open-Ended European	Open Goded Response
Delia	Arthur	Not sury / though't beaution	The cost of energy is out of control and companies making excessive profits.	*		Name, what should be in place are the guidelines with regular reviews and penalties for companies that disadvantage customers or have exprove profits.	No.	Look at my suggestion in answer d	See answer to question 5	Dealing with excessive profits
-	ann.	the Consumer Care Guidelines	electricity power (congression, during the winter we had to coffer due to the power coct and with our attinua attacks.	ect cure		all electricity companies should have lawer costs.	Tes		prior/cost of electricity, make it available to all of us at a lower cost, specially to over 10s, disabled people.	Names prices:
Harry	Puttock	No.	79	*		Option 4, fair and discounted cost for people invest to our C and Outlook buildings (add clock, with normal incubation, heat recovery, efficient water and general heating systems.	Tes		Buildings chould all be cited (Harmestar) on those in the slid clock houses that (unfortunately, the lower decide) can only afford to live in, are then harmened with right maintenance costs and wasteful energy costs due to	
									metholeous. Killed boules in those with a year colong get better adultance of we move to the best in energy efficiency and reduce our carbon boulprist.	
Stanley			Electricity is as obviously important to people's lives that they should be governed by more than recommendations, but to make manufactory rules.			chasal the benefits of the above options, making it the most benefits of option by far.	No	4 bings the mail benefit to consumers.		
Markes	Domestica	No	Electricity/companies are out to make maney, at much as possible for their investors, so they sun't possibly meet the needs of the outmany people who struggle. This is just not part of the equation, to nothey don't.	165		Please commit now to making the full set of guidelines into mandatory rules				
Nach.	Home	THG .	The state of the s	w		Quidelines should not be soluntary. People who can't pay their bill should be protected, power should not be cut off.	No.		distribute	
Name	Baltino	No	Progin, particularly those dependent on medical equipment should have their lives compromised or ended because their power authority has out off power list heir essential equipment.	165	These should all be mandatory requirements for power companies.	Cyclon 6 - making parts 1-9 manufatory gives the famest outcome for consumers	No.	Everything needs to be mandatory	Make all aptions mandatory	
Bryce	Bardey	No	Yi .	166	Power companies need to take more care of medically dependent outcomers		Tes			
zanet	Crawford	Not sure / I haven't heard of the Consumer Care Professor								
B-00	Market	Ma.	"Manage consist case to assist the follows of audations consistent when "	_	Tex, but the other parts are also very important and the Electricity Authority should assemble now to making the PSEL set of	Consumers need the protection of all parts of the Guidelines. Option dis the Best option.		No. Londor Person 6	Name or that and Printed & Mark State County and county as the following county or as a country of the State County of Auditor State Associated County of Co	Pinace investigate and consult on the following voues as soon as possible: Disconnection fees. Pregay prices The lack of
										public data on disconnections, including prepay disconnections.
Serry	Englis	the Consumer Care Guidelines	coadelines count great, but if compliance is optional and there are no consequences for non-compliance is set them having openhavin impact.	165		Benefit of Option 2 would be less wiggle-room for power companies to claim that they durit understand the guidelines. Benefit of Options 2 and Early placing cancers on a more equal facting with power companies, given that electricity is now an excertable service that is condified so much of our times.  And boding it on the inverse impacts, suppleption inscorpt.	No	I prefer option it as it provides the maximum gratection for consumers.		
Sheera	zanes	166	Consumers need protecting							
			tiectrocity is literally a lifetime for some of us, and all electricity companies should enable those people never to be suit uff.			Parties 6, with an annual for the commence and a supporting to find constraint and efficient way for container to come contribute and of				
			Price rises should be justified. Customers should be differed discounts (Mersony) for prompt payments to offset price rises.  Retailers must play their part and not just jacc all costs to concurrent - transparency builds the trust we need between concurrent.			increases depending on earnings, investment income, etc for the esct. Howing electricity is cook, so want, do laundly, rur a findge and heeal the house in writer are human rights. Off peak discourts can be used to gread the last, action of younger fulls know how to set times for laundly, heat pumps, hot		I think option four looks pretty good, but option 1, if the guidelines I set out in my previous comment was applied, and for say 2 years, Option It was closely monitored and then improvements made according to		
Pyria		106	name and a minimum as a minimum propers as a man in recommend parameters and public transport during the countries climate drange by change to electricity powered whiches. Introduction is important - canciler workshops for connecreated by change to electricity powered whiches. Introduction is important - canciler workshops for connecreated by change to electricity powered whiches. Introduction is important - canciler workshops for connecreated by change to electricity powered whiches.	**		received in providing on account, investment counter, extile or the counter of counter, to see the providing and the actification and were an extension of providing and counter or the section and the counter of counter and counter or the counter of counter or the counter or the counter or the counter of counter or the counter or th	Tes	concurrent feedback, sustainability values, and audited reports from initiallers - what didn't work, what could be improved, how could the environmental footprint of supply and demand be lowered in respect of	This same people will have intend - use sustainability as a citie rise for assessing.	
			Biotocopy is contained to comment of an old of exchange operations and old of exchange operations are been as set for an exchange of exchange in containing the containing the containing of exchange in containing and exchange in comment counter desirable places (see the exchange in containing and exchange in an exchange in containing and exchange in an exchange in containing and exchange in an exchange in containing an exchange in a containing and exchange in a containing and exchange in an exchange in a containing and exchange in a containing an			Cock increases closed be transparred or cockiners can appreciate and understand the relater's position, and this closed be kept in cleak by an authority over price rises.		clinate-ords		
						Their option for ther the most decision. Option I tends to be more targeted to the quadrines that affer consumer particular bufful manufature.				People with exercial means should not be disadvantaged in any way and every step should be taken to ensure their
160	Brooking	No.	Y	165		Think option t or 6 are the most decable. Option I tends to be more targeted to the guidelines that offer consumer potention but full mandatory protection would uttensive be the preferred guar.		Cyton 4		People with resumal measor chould not be disolarizing all is anyway and every days should be taken to ensure their particultion. It is an assignation for the passers members of society to have their power out off adultating and then have its pay a large reconnection fee. This is adultament policy.
					I would find out 1.6. Trad this law year of the applicant florocopies contacting to concept 1.60 concept florocopies	Egyption options 1 and 3. Thinks because this important that all but particularly-unlineable concurrent, are protected, I except there may be some cods to				
Edhleen	Eyon Eyon	No	The concurrences guidelines have been a viorful first step. However, questions to run remain about how effectively they are being implemented and the impacts or vulnerable people, who may or may not also have affordability stude. It is impeciative.	est cure	The guidelines are kind, comple and dear cut. I am testary educated, and still confunctifical documents time-concerning to enact, and to ensure five read all relevant sections when considering support crisis. The devil can be in the detail. I reagree what still	to maintain the power companies coccid license to operate. I perfer option it, and consider power company mandatory statements should be easy to read and understand, as well as short, and to the point. Too fudging, no weater words, no legalese, but dear statements about how consumest needs will be	No.	My preference is far against as indicated above. I accept the importance, and keeping costs down. However, how much of a difference is there between the costs of options I and of Companies that provide		
			that the guidelines besome mandatory, and all power componies be subject to them and stansparent and accountable ways.		tike for those in need, either financial, and / or medical, who may have a few educational qualifications, are dyclesis, or have triglish as a second language, and are stressed. It's a logacia.	regions of parties and e. This is the second or region to the area and particular development of particular thresholds are threshold to the parties of the second or the s		residents,		
						SALESTER, CALL THE WINDOWN, AND AN AND REQUIREMENDANCE.				
Magge Shortey	Maker	No.	The guidelines are great but please committo making the full set of guidelines into mandatory rules.  You	n K		Preservations now as making the full set of guideline continuously rules	40		Frame sommers were set of globatists into Handatory soles.	
			Darketh haliger fallwarp Weeze (2001) just the abstraction of install final parties as set for Opper contenting who have finance travely supplies years with the same was to be more your price or many to the years the required to. We finance travely supplies years the same of the same of the same of the years the required to the years the price of the years to be a same of the years to be a years to be a same of the years to be a same years to be a same of the years to be a years to be a same of the years to be a years to be a same of the years to be a years to year to be a years to be a years to be a years to be a years to year to be a years to be a years to be a years to be a years to y		The crippling feet must be addressed quickly. A sustainer who cannot affard to pay their power bill who is then financially penalised for this, with internitating behaviour is not conductive to the installancing the power provider should be trying to					Disconnection feet - these are just a kick in the teeth for someone who cant offerd to pay their bill. How it a letter being sent out for a fried notice to an overclaw customer, worth \$25? Payayy price: - white prepay it sometimes the only out on for a
			financial touble paying their power bills. As outh, we have make many clients came to us for help with their power bills. Must of our clients are unaware they have a the still be singuled to turn to if they do not agree with their power company. It is very		resource was over collaborary, let some what this designatory selection and also a collaborary mental and already, if financial houlds. We have one client we know of who only turns list but water cylinder on once per week at he is to either defined of another has cover-full and deposit with the cover-flower but of the cover-flower but only the cover-flow					out fine a final nation to be an employ a sold with refer the "some man and are propay is committeed." In a final nation of the sold of th
Dunedin Budget	Andrew Henderson and Charlatte Whitaker	No	officult, in fact impossible, to compare or understand a power bitl. This is a time inflection of our clients and our known with a . This is also a counter when boding at other power provides of feet, including through power switch. The sames of all the	w	any present an accordant season appears according to a personal season consistency and go at now. Power as so ever a serior company and we find that disturbing and segligent as the power product is an above to the contract best interest. We would be made	We are of the opinion that if you are going to do correcting, do it right - option t gives the consumer the best protections.	No.	Option 6 - making the full set of the guideline mandatary gives the best protection for our sammunity. This would bring some continuity and unfamily into the power prouders method of doing business. This would	Part II, the fees and bonds, needs to be included in the first stage, if the main needs to be done in 2 stages. Unreasonable fees are a given in this industry and needs primpt action to stay this. What is a disconnection fee for	locked into a 35 month contract at a higher than average kwh price is disjecting. We would love to see a regular companion * tool/incourse of behaviour and price regarding power companies. We also believe that any incontine to a new customer
Auriary service	Whitaler		communication between a power company and our client, has been the threat of disconnection intell. There is very much a communication between a power company and our client, has been the threat of disconnection intell. There is very much a cover indications between the electricity varieties and the automice. We think the current auditions at they are, are not that, a		intervited to learn what policies power companies have regarding economic hams/financial abuse. We are aware of a souple of providers which are these policies or place, however as we know, there are well over 25 power providers across the motor - what			also bring into line, the much needed concident approach to economic harm across all providers.	пов и из решени на положу и властичени, не заполнительно вым в компониции и и и изменения повет учествения по повет учествения по повет учествени	cannolonger get power onto their name. This hoppers often even though the direct did not own a power company money at the time of their incommon, citill no cover provider will take them on. This makes the cancarner even more value-cable as
			guide, and as such, with no regulations or incentives to adhere to these, all consumers of electricity are at risk of harmful, predictory, or negligent behaviour.		do they do in this instance? Since the togic death of Folice Muhaga, we think power companies have done an outstanding job of encuring this does not happen again by trying to identify medically dependent outsiness. New yours companies, and less have it,					often the power is put into someone elser's name, leaving the outcomer open to economic harm with no rights regarding their bill actively cart call to enquire air dispute. It also leaves the person whose name the bill is under, open to financial harm if
					there are many of these, may not have the came anowingle of this unrecides genon who was the catalyst of this unregulated policy and soluntary guidelines and as such may not take such care of their new and upcaning customers if it is not taw.					The power customer doesn't gay their bill.
Mile	Wood	No.	retains should expect resolutement for conduct due without is faultiment due to a Kell-Striky should there not be a communic standard leader within retailed man of your. Air resemple somesen with model dispendancy or exhibiting or a law iscure home who are trying to keep warm in the models of a sold winter. Officialities also when these people cannot afficiation pay obsering faciled onto a preyry plan with not great the lest autoine winers that plan is charged at the come one as some in the solid plant all any presents of the thirt period or direction and the solid exist of the describing opening in completion.	*		appion 2 with very clase manifolding, reviewed in a year	Tes			
			pay cobeing faced ceto a prepay plan will not give the best outcome unless that plan is charged at the came rate as others. These really should be no premium for that type of service and the outcome could be for worse if the electricity cupply is simply out of f.							
						Opios 4, is while I agree with Question 1, Years 1, 1, 1, 16 20 few pages and an equally important factor that may have a consequence to the effective security of the consideral partial effective places and extend partial effective consequence of the first page of the consequence of the consequenc		All 9 Parts are equally important factors that may have a sonsequence to the effectiveness of the 6 mandated parts and thus could areate come confusion with the effective politing by the Authority. It makes		
zuha	Harris	No.	While I have not any specific problems personally, ithere may journ documents and follow the medic closers, having generally of enging problems insurand by various cierce, its well as a general better flux valuatory guidelines are not enough to effectively control behaviour of the wake using as some office companies making up this coveral industry section.	166		The Emandated parts and thus could create some sonfusion with the effective politing by the Authority. It makes more sense to make all Parts monitoring and remove all arguments, particularly actively have had 2 years to come to graps with the valuntary conditions. With regard to increased costs, there may 1.	No.	came to grops with the voluntary conditions. With regard to increased costs, there may well be additional costs, there may well be additional costs, their may well be additional costs, their bounded or their states of the voluntary costs.	I do not have any aptions so add as I have not enough knowledge so comment at this stage.	I do not have any options to add as I have not enough knowledge to comment at this stage.
			control behaviour of the water range in sizes of the companies making up this overall industry certain.			well be additional cost, but disual be minimal, actings more servicingly indicate that they have not timen the voluntary guidelines certically, thus justifying your mandatory changes.		guidelines seriously, thus justifying your mandatary changes. Similarly, a company that it favored out by the mandatory action is proof that it could never meet the voluntary standards in the first instance, noting that		
								electricity availability can often be comply a matter of life and death. Near enough is not good enough.		
	Braser	766	The state of the s	*		These committees to making the full set of publishers into manufactoryoder, or at half paint 19, Talk, is notice to princip unlessable outbourner. The discrete could from grouns only relating them are true people who are dready congoing to meet their factorists, it we need to do everything possible to princip expense the property people and the second to describe the property people and the peopl				I have remove doubts about whether excends connectable electricity should ever the life is the hands of animensal excellence and the control of the whitever we can be encounted that people is value obtained anext further penalment when they struggle with
						to protect people in diffract structures.				need to do whother we can be encure that people in variedable citations aren't hather personal when they chappe with bacc hintgoods.
			The Electricity Authority's own review showed that retailers are not consistently following the Buildelines. That is causing have to		Tex, but the other justs are also very impuritant and the Electricity shadowing shadowing shadowing shadowing the TEXL set of Guidelines countitating is come as possible. If this work must be done in text transfer, then Part 9 (feet and bondly chaulit be added at the lot of printing areas.			No. 1 prefer Cytion 6. Please commit now to making the full set of Guidelines mandatory.	Please go alread with Option Eard commit now to mandating the full set of the Guidelines. If the work must be done in two stages, please include Part 9 (fees and bonds) in the first stage. But it is important that you commit	There are also other consumer scores that require urgest action. Heate investigate and consult on the following issues as
Anna	Cultime		concurrent. The Electricity Authority chands amend now to codifying (making mandatary) and chengthering all protections in the Yi Concurrer Carly Guidelines as fast as possible.	**	buddener manifolity as cook as possible. If this work must be above in two bandles, then Part 9 (rees and bonds) chould be about to the bit of poortly area.	Consumers need the profestion of all parts of the Guidelines. Only Option sproudes this.		No. 1 prefet Cytion & Piscon committees Committing the full set of Guidelines mandatory.	now to manufacing the full set of disubstrines on that this cannot be decayed in future. There are also other concurrent names that enquire urganitation. Process reventigate and consult on the historing visues account as possible: Disconnection fees Prepay prior. The lack of public data on disconnections, including prepay disconnections.	son as possible. Disconnection free, Regay prices. The task of public Alka on disconnections, including prejay disconnections.
			Having had cover with predicting private companies as the past (Fill Statistic), where they procread organization and their immediating haved instead and purposes as and used in a suppose of the state of the procream and their immediating have a suppose of the state of the stat		I think that the problem less in having the Guidelines be voluntary, as this defeats the outpook of all parts, rendering questions like					
Liam	Barrer-Clark	No.	responding with aparophrased "too bat", not not believe the buildeness are currently delivering on their purpose, and are infast. <sup>No</sup> creating a predatory industry with an incentious relationship with debt-cullection agencies, I would be surprised if I are the only		I think that the problem loss in having the fundations be voluntary, as this defeats the purpose of all parts, rendering questions like "what is the mast response grants" a most point when the account is "note of them actually matter."	Option 6, but composit cape through and regulations, this should be a consumer protection and not same kind of free market based experiment.		See previous statement.		
			person who has had this sour, and it seems targeted towards those who are thought to be vulnerable.							
Anne	Priestley	No.	Condelines are just that - guides, but not computory. Not all providers follow them. There are no penalties for failing to follow them. In these ways, concurred may be disabusinged. All this seems seems center right nor fair.		I think the entire guidelines are important in addition to those parts mentioned in the question, fees & bonds (section fi) are very important.	Option 21s viadequate. Option tigges same way towards meeting consumer needs but not for enough. Despite possible soits to it, Option 6 is the best.	No	See previous question		
Marrick	Taylor	No.	I don't know a lot about the guidelines but I am concerned about families being driven into energy poverty with disconnection							
			ner-we we believerwaler					Only outline Cacessians are expected concept for all. Thick configured by the regulation may compact for		
Raymond	Mulford	No	They are not computary		They should include parts 1 to 9	Option & Make parts 1919 guidelines mandatory. This would enquire all power companies to samply with the Electricity Authority maintaining compliance.  We think this will be lattler for the concurrent. There should be no uption for colds being microared at a result of this regulation.	No	Only aption 6 accessing is an expectal cension for all. Thick endirated by the regulatory requirement for those dependent on energy. The issue of disconnection needs further work to develop a public partition parties (work and income) to ensure genuine needs for energy are achieved.	No.	The impact on fixed lines charges being increased by NES in one NE.
Wendy	Drummand	No.	Rotalies are not following valuetary guidelines.		All of the guidelines reed to be manulatory.	Export Option & Is improve the outsine far concurses	No.	At above.	Option it would mean retailers would need total transparency or power plans it create a more outcomer facused market	
Phul	Miloney	No	The Guidelines are not coveredly delivering their intended automes. The Electricity Authority's averancies shared that installed are not been accounted, following following the Guidelines. This is consequent, their authority following delivers to enabling manufacture, and desegreeing all principations in the Consumer Care authorities and State Spoots.	*	way, we war water platfor absorbery important and the threshooty Authority, should commit now to making the field on of Studenine countriality as cook as possible. If this work must be done in 2 transfer, their Part triffees and bornd () should be added to the forcif priority aleas,	Consumers need the protection of all parts of the Quidelines. Only aption it provides thus.	No	No, I prefer Oytion 6. Please samed now to making the full set of Guidelines mandatory.	Please implement Options and commit to mandating the full or of the fundament. If these recourse less taped, please include Part 9 (feet and bond), in the first stage, but it is important that pur commit now it is mandating the full set of thurdening on that the delivery is include. There are also suffer concurrent recover that require further action. Please investigate and concut on the full wang source as coon as possible.  Disconnection feet, "Propay points," the float of public data of misconnections, including propy disconnections.	Please timestigate and consult on the following issues as soon as possiblebusiness time fees: -Pre-pay prices: -the log of public data on disconnections, including prepay disconnections.
		Not says / I ligneral's har - 4 - 4								
Mark	zanes	the Consumer Care Guidelines								
			This is important because the current Guidelines don't deliner their intended outsimes, or the subsomes t know are important.					Committo making all studebnes mandatory as soon as possible. This is straightforward and should not be		
Anna	Ragers	No	This is important because the current Guidelines dur't definer their intended outsines, or the autoines I know are important.  Propie may be medically-dependent, or yout in a raugh-patch. All protections in the Consumer Care Guidelines Chould be exactly or for the consumer Care Guidelines Chould be		Make the FCLL set of Guidelines mandatory. There is no reason to waithe ar sherry pick.	Cyrion Circ the only one that makes all the Guidelines mandatory. Therefore It is the only acceptable option.	No	Committio making all duadelnes mandatory as soon as possible. This is chargintforward and should not be complicated by tipsoring around the voues. Also, go further, consult on these related voues as soon a possible 'the have no public data or disconnectation' this is unconspitable Propagy priories can be difficult to pay and disconnectation, "disconnection free are an esting-out way both, people when they are down	see my presuucioneen. Make all Gudebner, mandatory and consult on further action.	<ul> <li>We have no public data on disconnections: this is unaxiestable. Prepay prices: can be difficult to pay and discommissary.</li> <li>Disconnection free: are an outsignous way to list people when they are down.</li> </ul>
Denise		104	70	*		Clyston II	Tes		No.	
			There is no mandated rules for electricity proudest to ensure they adhere to the guidelines. Too many people are suffering from							
Rathanne	O'Bonnell	No	There is no manified rules for electricity provides to ensure they abhere to the guidelines. This many people are suffering from developed energy. And the energy integrates continue to some priors with paying out massive disoleted to their characteristics. The Passa committees to intelliging the first of guideline intermediatory rules.				Tes.			
Paris.	Nesi	No	People in need of electricity for health-guiposes need to be absulutely sure it is available.	*			Tes			
Rebesta	Reid	THE	Please agree to the full local concurrer care outcomes.	est sure						
			The whole of them C. A competitive market environment is the most ridiculous delivery system for power ever invented. It should never have happened and chould be done have yet that case as possible. A regular, efficient solver wealth is a human		they have not interest to proper production to the complication of the contract or or a tip of long distribution and and the case - despitation as country in the optical variant's their cases - despitation as a country in the optical variant's their cases - despitation as a country in the optical variant's country of the optical variant variant in the optical variant vari			Competition is the worst possible way tonus the supply and delinery of power. The 'protections' here are paper thin and will still result in vulnerable people being substill, having their physical and mental health.		teeping power capity and diversely within a competition make followed in this cyclementality advisored information, applications within the industry below acreptable levels, turned allowers right mice always, and have turned our most value of the members of our insidery we should be supporting the most. We should be discussing weight in ember doubt formation of our insidery we should be supporting the most. We should be discussing weight in ember doubt formation encessible (giover as well as water, book
Carolyne		No.	right, and in the IEEE century should be easily providable. No amount of customer care Young or juryment place (that persiste the least able to pay and favour the most able to anyway) is ever going to make it possible for people to meet shareholder greed.		new new - responsives are caused by the reythoid related their Guideline are written by another. Removing power companies from the market' and unrighteen entirely for the beseft of "sunsumers" in the only way to ensure we are all contended from control too much. Now a stall, entable delivery information, making works among when a series and the control of the co	Ne-write the guidelines, window the rights a be competitive (in cutting cocts, paying staff a pottanos, regirating supply and definery infrastructure), fonce the power companies cost of the market' altogether and bring them back into public service (where they should have been all along).	No.	Comprehens the word possible way focus the supply and drimeny of power. The 'protections' live are paged this and will off most be understole people leaving words, having their sploycol and meetacle both harmed from the check of pugging tradequate income to pay for all the book excessible, and we will all till be appregit too much for grown because of the large doubted if a going to the behavior's pleas another another participant of profits that could be going book with the power copplishing. Little the power copply and		supporting the most. We should be discussing ways to remove basic human recessions (power as well as water, basic communication cyclems, public transport est) from 'the market' and make the inpublic services. That way all invenue
			when they are making the choice between eating and paying an electricity bill. THAT is reality for actual, flesh and blood prople. And that should always supercode the 'leeed' of any 'market'.		that our most valuestable and needy people are tooked after without having its worry about anything.			nothing and orean aff profits that could be going back into the power suppliers). Satil the power supply and delivery system is made into a public service, we will all continue to suffer.		callected for the cupply and delivery of power can go back into strengthening infrastructure, training staff and paying delevert wages, and exploring support delivering the services people actually need, in ways that work best for them. These are the
										men verse recent or rise to the solution of the
Cella		No	My experience is with Trip Energy is Northland and although they are not a power extainer, they are apower copplier, transparency and accountability is non-existent. They also seem to know this and comply do not care. It is a behaviour that deems to be prevailed in this ceclair.	165		Make the provious manadatory with repressions for non-congliance otherwise nothing would charge	fec			Procentual requirements for appliers like Top Bringy
Because Spr	Nasheriy	THE	Electric companies send to make a pool of but there should also be thought given how to help concurrent with the very high such to home can XX. All companies chould give 1 five hour penday ( thisses of time for concurrent). A couple of companies already do this. This allows people to do washing ext. Also those on prepay glass chould have a lawer such as they are getting the minny final their work.	*		Cyrian 6	Tes			Assertionally stated there should be consultany free hour each day for people and enducy the process come for favoring
			This. This above people to do washing etc. Also those on prepay plans should have a lower cost as they are getting the money before use.			**				Any on program and results one perspay cond. Sof Salmilled.
Davis	Sibes	No	Electrolysis a human eight in a first world closesty such as Antewas and no-new dould be harned by lack of assex to it. The competitive model is sociated for the human exed for heat and the ability to cook, as well as weed to requirements, and discord deliver equitably in a country in the groy of a cost of living coos.	**		soon't time any of these options apply. Electricity needs to be re-nationalized and made a government responsibility.	No.	Pirace cannot now to making the full set of guidelines into mandatory rules	Do away with you'll making power companies altogether.	
No		No.				Please summit ease to making the full ort of auditines into nandation-rules.			Those commit news a mining the full act of guidelines into menditary rules.	
ner .	Strekent	106	They've good but need to be made mandatory. You come, expectally the vulnerable, can be without a reliable electricity supply.  You	16		Option 2 performed	Tec		Prices connect cours to secting the first set of guarantees rate standards years.  Cash't Steak of Any	Nutring springs to most.
			, and a second supply to the s					Concurrent need the protection of all parts of the buildelines. Only Option 5 provides this, Like-water		
Thomas	Eulpe	No	The guidelines are not mandatory and almost half of gentation/hetaliers do not fallow or fallow all of them.	*		Electricity is a common good and i cupport options, i.e. is make the full set of guidelines mandatory and is monitor compliance. I can't imagine power prices to go up as gentaless can retire Huntily and register the capacity with much chapper renewables that the alignophy currently are holding back.		Concurrence seed the protection of all parts of the tradefiner. Only Cyption is provided this. Like-water electricity 10day is a good that cannot be subconciled. Heating, cooling, lighting, communication and increasingly carryon depends on electricity, tringly power by it are alleg in NZ and it is vital that concurren protection. Is it for availing all positions.	Committeew to mandating the full set of Guidelines so that this count be delayed in Saburo.	Apparently sustainers without credit inferences are purised into the most expensive pire-pay tariffs, fuggify analitians.  Fundame consultation should deal with: - Disconnection fees: - Prepay priors: - The last of public data on disconnections, including prepay disconnections.
			to the name of court of the same of the sa							
Total	zanes	No.	No, the dudefines are not currently delivering their intended outcomes. The Electrolly Authority's own review showed that retailers are not consideredly following the Guidelens-Tablic basing Namino concurrence. The Electrolly Authority Guidel Connect can be confirmed programmed and experience of programmed and the Consumer can be confirmed as the Consumer can be consumed as the Consumer can be consumer can be consumed as the Consumer can be consumer can be consumed as the Consumer can be consumer can	w	Tec, but the other parts are abovery important and the Electroity Authority chould commit now to making the FEEL set of Guidelines mandatory as soon as possible. If this work must be done in two transfeel, then Fait 9 (feel and bonds) should be added	Consumers need the protection of all parts of the Guidelines. Only Option & provides this.	No	No. I prefer Cyston 6. Pisose commit now to making the full set of Guidelines mandatory.	Prises go alread with Option to and commit new to mandating the full set of the Quabelens of the work must be done indoor stages, prises include Part 9 (feet and bands) in the first dage, but it is important that you commit news to making the full set of Caudaliness or that this commit be drived in States. These are also other comment news that require urgeritation. Proper investigate and consult on the following research account as proposition for the following proposition for the properties of the properties	
			paccible.		sa see mas an processif 201005.				province, resource-univers, repoysfilials. The last of guide, data on discinnessions, including people decorated lines.	



_										TE MIANATIIRO
		Q1: Do	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: 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?	Q2: What do you think the benefits to domestic consumers will be under options 2, 2, and 47		Q4: Do you agree with our preliminary preference for option 37	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint same	Last name	Response	Can you tell us more to support your answer?	Response	If no, please tell us what parts of the Guidelines you think prevent the greatest harm from occurring to consumers.	Open Ended Response		If no, please tell us which option you think is better.	Open total d Response	Open Ended Response
Rowar	Cart	No	! think they are tagging behind on point A and B	THE		Cyron 6	Tes	I think there is much point inhaving guidelines if people can make more money by just out following them. There is no read business risk to companies that don't comple.		What happens when people get disconnected, but are medically dependent on power?
Julius	Moore	No	Produces conreadily manipulate the market for their own profit.	No.	initializate of power is very real			Cysten four		Remove macroscog profit from the process.
			Continues in the being Named when replace do including a few boundaries, the including a law entailers are Nitting people researchly and limited present of playable full price of conference of the replace of more recognition of conference of the							
Sandia	CIBB	No.	univacionable fiest, or not beging check to prevent delt. Some retained as disconnecting bouseholds without taxing tays to the attenuations freque who are medically dependent or electricity do not feel calls, because they do not have account that they attenue will not disconnect them. While continues one consistency to the property a mediation among a land or come	THE		Clysian Xis best	No.			
			maney bads, this dealer little monitor for retailers to improve their wider practices.							
			No, the duddeher care not currently delivering their intended automes. The Electricity dusthority's own review showed that retains are not considered following the dudehers. That is causing than to assumes. The Electricity activity double counter care to addrige (assisting endorsing) and completing all protections in the Consumer Core to busilence as that is constructed to the Consumer construction.		Not, however i feel the other parts are also very important and the Electricity Authority should commit now to making the PSES set				Please go alread with Option 2 and commit now to manufating the full set of the dualetines. If the work must be done in two stages, please include Part 9 (fees and bonds) in the first stage. But it is important that you commit	
Sum	GledNill	No	commit now to codifying (making mandatory) and direngthening all protections in the Consumer Care Goodelines as fast as possible.	THE	Two, havever it fell the other parts are also very important and the Efection's subdishing should cannot now to making the PSS set of Dualities or monotative y account, opposition, if this work would be done in two transfer, their Parts [fee; and bonds] should be added to the lost of printing areas.	Concurrent need the protection of all parts of the Guidelines. Citry Option & provides this	-	No. I prefer Option & Pisose committees to making the full set of Guidennes mandatory.	Frame go shad with Digities that comment close to executing the full for if the quadrissis of the not must be done in the stope, given include that if yet and load), while fix Company and it is important that you comment could be not for administrate conflict Commands and info	
Megawi	Jeune	786		THE		Cytion I sounds like It would be best for specumen.	Tes	Option 1 is the best option.		Successfully Factoring in climate change. Coping with climate events such as cyclones and droughts when providing and
										generating encounty.
			Obligation in the Section or conducting Confedence on early of confedence in the COD of a require trapping or companies of the COD of a require trapping or companies of the COD of a require trapping or companies of the COD of the C							
Martin	nal .	No.	and are deliberately designed to maximize the possibility of error. All falls should look the came with a very discrete logs as the only difference. Further than this we have forgotten that most of these companies are actually not electricity companies but and	200	Nothing voluntary will do the job. And white write at it a standard price should be mandated for pre-and post payment contracts; not exist a sharper for prepayment.	The argument in favour of a voluntary approach is to encourage innovation but I think the power companies have had long enough to prove they can	No.	Before all of this is that electricity has been an except for at least a sentury. This industry should be mad to perform the the water industry in territor of failing eg not documenting just because of one-payment bu- purpulance through the counts on chapping it to commence setter.	If enforced annifold of these connections would be an improvement.	Ean discinnection or, if not, but reconnection feet. A return to vierbed local electricity boards buying power direct from generators would deal with many of these problems. Ablendos electricity rotal attagether. We disute be awares again, or many disclaims.
			which bought electricity on behalf of their council, the local population. This give them leverage on the prior. These were turned from paneteness in to possible is a "relation", bring to a nonnee and for themselver. Betail is when you have		to the same configuration of the same same same same same same same sam	ветьму рифетер, такова и техниция удучных чест и техниция на оттехных построиль.		pursuance through the courts or charging it to someones estate.		mery automers.
			wholesale, stare it and market it in small amounts. Electricity can not be its red and is an undifferentiated product. The title "electricity retailer" is a fiction.							
		Not sure / I haven't heard o	of stirectropy, in this age of country, a necessary and needs to be suncidered a basic eight, to a real life sense du the consumer care guidelines enaity execution eight?							
		Guidelines	Enterprecionally meet this right?							
25en	Scown	No	Your own sansulation discurrent and the research it quotes say the Concurrer Care Buildelines are not being met	No.		There has been plenty of time already for Options 1 and 2 to have had the desired effect and they haven't so I believe that making the guidelines mandstany as per Option 6 is the required. If, in the end, this is not chosen their the end best options Option 8 with that 9 absonibuled.	No.	professibly more).	No.	Distannection feet, including the need for data on disconnections (including prepay disconnections). Prepay prizes.
Dille	O'Nell		No, the Guidelness are not connectly electronic place intended ductainers. The Electricity Authority's user review obsered But residence are not conceivedly followed the Guidelness. That is covering human consumers. The Electronic publishing blooded commit new to stuffying (watering enablishing) and direngthening all protections in the Concurrent Clark Studelness at Set 18 possible.	Boll com	Too, but the other parts are above by important and the Brednotty Authority chould commit new to working the FEEL set of Guidelines consistency as come is possible. If this work must be done in two transfer, then Fact 9 fees and bondig chandline abded to the force of prompt person.	Processes and the supervise of all parts of the tradelines (this Tradelines) (this Tradelines)		No. I prefer Cyston G. Pinose summit one co-making the full set of Guidelines mandatory.	Please go alread with Option E and commit new to including the full set of the Opditises of the work must be done inclusiving et, gives include that in filled option is not included to the comment of t	
			connect new to calchying (instang mandatory) and direngthening all protections in the Consumer Care Guidelines as fall as possible.		to the tist of promy area.				possible. Disconnection free Prepayarian: The lack of public data on disconnections, including prepay disconnections.	
zanne		No.	Sometimes you are unable to access certain things e.g. Power shouts							
Paula	Robb	No	I real constitution much short the new and help of parties abstracts to our home. The obligatories account home with most	THE		Over consumers options of help when needed and making it easy to get the help				
	partons.	Not sure / I haven't heard of the Consumer Care	If can compare an exact about the next and both of getting electricity is our home. The philosophical quarter I have with most connect contract particular departer I have with most connect contract particular departer I have with most connect connect particular departer and examinative, connection are collectricity or water are radiate in calculation connection would be more obligacy in friendly. (I know, harbat all Qill When M I framework of the particular department of the	Not care	Publishing a guideline is great if it is fair AMD if it is actually implemented.	Cycloir 6	Tes	Option 6 probably would only work better if cectar was based on a non- profit model.		My apening comment addressed this.
		turners.								
			Theorem Shaving that makes proteins also at addine to them, immediates a not entouraged because entotics can make their partition between the questions of the proteins of the		All regulations should augmentee all people access to afford bly and travers asset access, with bullet	1 Doing nothing will achieve nothing. 2 Voluntary guidelines do not work. Fower companies understand the guidelines well, and how to grow them		Option 6 This is the only option that provides enough protection for concurrent. Electricity is not a option for the opposition of these expected good like food and protects and protects. Managing transformation		Drotributed generation through solar and other local methods, supplying smaller communities with local networks would
Sanet	Sales	No	chareholders a pleasant persentage and ignore their obligation to provide an econotial and affentible service. Contact thereign is a prime example, casing their protects will a maintain their profit margin white during text than extina to-cusped food.		who are unable to pay. Permitious practices like pre-good electricity at high proces chould be bonned.	I Song nucling will allow nucling. 3 Valuating glodelors do not win. Power componers understand the guidelors well, and blow to ignore there while seeming to dole by them. I Mixing guidelories wandships, also go they benefit the substance and not the dateshible, will help. Edit the guidelories chandles and containing and workships of the chandles and the substance and not the dateshible, will help. Edit the guidelories chandles are noticized and substance and not the substance and not the dateshible.	No.	supplies efficient at present result in higher consumer proces because companies are profit making if electricity was supplied on a non-profit favor, acrit should be, efficiency usual the far higher.	Canader retrieving energicity cupply in New Zerkland from graffs enalting enterprises.	Distillational generations through outst and other focal methods, upplying number communities with local embooks would netweep presume in high cust insommersion here, indicate the need for most change, not care-verywhere. Nathlings and every other assistable surface could be being used, temporarise strange systems abound but are ignored in the current system.
								and the second s		
			The Electrolity Authority should connect new to codifying (making mandating) and conegithering all protections in the Concurrent Care fluidelines affociate possible. My experience generally in the underspectations are manifed that come relative will concline to large one managined that come relative will be underspectations are manifed that come relative to enter a favority large field in care will be general by		The, but the other parts are also very important and the Medistry Authority should carrent new to making the FIES set of Guideline manufatory as cons. a possible. If this work must be done in two transfer, then Part 9 (fees and bondig should be above to the bit of protyparase.	Processes and the concess of all corts of the tradelines Poly-Polyce Economic This Street and Street Additional Transferred for		I prefer Oyton & Press summit now to making the full set of Guidelines mandatory with priority being fire	Please go alread with Option 2 and commit now to manufating the full set of the dualetines. If the work must be done in two stages, please include Part 9 (fees and bonds) in the first stage. But it is important that you commit	
Gregory	Fallow	No.	continue to ignore come aspects of the guidelines, thus to some extent the intent of a level playing field for all will be ignored by some because some of the guidelines continue to be of a voluntary stature.	THS	Guideline: mandatory as coon as possible. If this work must be done in two transfers, then Part 9 (fees and bondig should be added to the bit of promity areas.	industry participants to implement those additional parts not covered under option 8	No.	given to those paint outlined under option B): e. additional time could be given to implementing those paint not covered by option B	Prices go alread with Option Eard connect comes to considering the full not of the duabeless. If the most must be done robus stiger, phase include Part Tyles and loading in the first copies. But it is important that you connect control that of the dual-based control that the control is entirely in the foreign that the control is entirely in the foreign that the control is entirely interest that you connect control that only interest in the following times is soon as provided to control the following times is soon as provided to control that the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times is soon as provided to control the following times in the following times is soon as provided to control the following times in	
(REDACTED)										
					but the other parts are also very important and the Electricity Authority should commit now to making the PUIL set of Quidelines				Finance go alread with Option 1 and commit now to mandating the full cet of the Quadritines; if the work must be done in few stages, please include Part 9 (fee; and bonds) in the first stage. But it is important that you commit	
Alan	Cameron	No.	The thickning Authority should commit new to suddying (making mandatory) and strengthening all protections in the Consumer Care Guidelines as fast as possible.	THS	but the other joint are abovery important and the Michardy Authority should commit now to making the FCEL out of Guidelines mandatory is soon as possible. If this work must be done in two Standers, their Part Tiffees and bondy should be added to the lock of printing ware.	Consumers need the protection of all parts of the taudelines. Only Option 6 provides this.	No.	I prefer Oython & Piease committeew to making the full set of Guidelines mandatory.	Prizes go alread with Option E and commit now to including the full out of the studentes. If the work must be done in their Stages, please include Part is fires and located, in the first stages, that is in important that you commit new to invadiding the full out of industries contain this contains the division of the following students in some is possible. Disconnections feet Propagations the local of public data and disconnections, reckled propagation stages and contains the conta	Please investigate and consult on the following issues as soon as possible: Disconnection fees: Prepay price; the lack of public data on disconnections, including prepay disconnections.
										Distance: Sun/reconnection free for poorer people and people who through no personal decire need to move frequently
Michael	Taler	No.	No, the Guidelines are not currently delivering their intended autoines, your own review showed that retailes, are not concortently following the Guidelines.	No.	Proud be included in addition to 2,6,7,8.8	Option I is failing in the objectives. Option 2 only incures the failing are considerations all retailers. Option 1 is much better but still inadequate. Option is the only options that will protect concurrent property.	t a ma	Without a doubt option 4 is the best Not lead because of Part 9.	You could consider option 1 + part 1, with a commitment to register to option tower time	Distance tise/reconnection fees for poorer people and people who through no personal decive need to move frequently are a buston will alway placed on those who can least affilled it, it is talk always as taken a powerly—omitally for per-pay plane which understand are primarily used by people with invited recounter- dut the right thing - help the poor case themselves also of soverts.
										ed of governe.
Ame	Early-Costello	No.	I'm a disabled genian and have head that gover is not reliably available to some dependent on it expeciably in emergencies, or when they may go into dot to power compone or it therito and other critical reset for power(in a, for modify) and, for controlling leading for those with temperature disregulation, for changing communication devices for those who can't communicate without them) are exceeded and shouldn't be regulable.	THE		Ender options I and I, there'd be more reliability in power access for everyone especially those medically dependent on power. This is essential	No.	Option 4 - this is fairer and would help gower companies not be able to profit unjustly. But option 3 is a close 2nd. I would not support options 1 or 2		Enouring that disabled concurrence can exactly access information about their rights and usage relating to power. For inclinace, from a convenience report of both and only give on the detail of power usage breakdown that is visible for opposite popular as agreed, that dip expert as the safe to be used as consist that is visible for opposite purples that dip expert as details that is not also have the consistency of the control of the control of the control opposite and profit to the control of the control opposite as a profit to the control opposite and the control opposite as a control
			without them) are essential and chouldn't be negotiable.					area. I Mentered their supplying a specialists a site of		visible for cighted people via graphic. Blind people ought to be able to have equal accepts that info
			This a mandatory a vet of streamer care guidefines fundamentally posters the diamests concurrer and essential cervical from power and cervices pose black which surposs the immunitary broken or wage.		because prices citiinte with extraordinary negative consequences of most vulnerable with no negard that the many electrical			the supply of power for heating, food, shelter should not be profit foods for shareholders: these power apply Seringto community, have been provide by community in taxing eather generations, and are a basic human rist's along with a sociolated reconnectabilities.		Community (consume) protection - in devolving chare hold sweezibly to community truck, encuring pricing is never beyon assumed bring benefit/happ, and monitored as coupled a blood guarantee of a standard of living in Auto
	Emman, Name		power and services price fittes which surposs the minimum living income or wage		because prices collinors with exhaustivary registers corresponds of most unfrencials with no regard that the many relections supplies are the paper funded corrigon. They should not be a posting executing extensive but return to community connecting and seek collective benefit.	manage and adjoint views of Basis contractions.	_	basic human right-along with associated responsibilities		minimal thing benefit/wage, and mandated as supplied a basic guarantee of a standard of thing in Asteanoa
Chere	Nouwens	Not sure / I haven't heard of the Consumer Care	d .	Tes		Title option 4 - Please commit new to making the full set of guideline circle mandatory rules.	No	I prefer option & Anything less than the full set of concurrer guidelines insves gaps in the optimal care for concurrers		Any chance is review the guidelines presents a chance to consider the impact on the evarianment that can be made. Exclosinging reservable precedies, much resturblishers occurrent can chare the power they generate with each other and task to the job, without being personal in any way by referrably providers!
Statisch	Fatel	Suidelines No	The companies appear to gay tip service nothing more.	Not care						and back to the gral, without being perusioned in any way by electricity provident
Alanc	Oliver	No.								
Judy	Gregor	No	Dont understand my electricity full						Please commit NOW to making the full set of guidelines into mandatury rules	
	Brosses		No, the Suidelines are not currently delivering their intended outsimes. The Electricity Authority's own review showed that installers are not considerely following the Suidelines. That is causing barrelo consumers. The Electricity Authority should		Tex, but the other parts are also very important and the Stechnolty Authority should cannot now to making the FSSS set of Guideline manufacty as coon as possible. If this work must be done in two transfer, then Part 9 (fees and bondig chaudide added to the bit of promity areas.				Please go alread with Option 1 and commit now to manufating the full cet of the Guidelines of the work must be done in two stages, please include Part 9 (fees and bonds) in the first stage. But it is important that you commit	
-			commit naw to sadifying (making mandatory) and strengthening all protections in the Consumer Care Guidelines as fast as possible.		to the lot of proving areas.	Companies repeated programme as any parties our suscentives. Story upground processes since.	_	mi. ) prieri Gysun a. Proper sammit nun sammaning sier aus ses un sammit managang.	The day and the copiests and united to the interactions of the control of the con	
	Spers		The duabelines are not being fallowed associatedly by power companies, as chown by your report, and in some cases are being synoned. Takelines the duabelines must be mandatory (all, in full) be ensure that companies take them sensurely and properly system of uniform properly and properly an		I believe the tradefines work best cinhecurely, in full, and do not agree with singling out certain sections, implement them all, in full, as manifality requirements. His will be the picted the value cable.	Make all the Quidelines mandatory, increased price may be the result, but in the longer term the full protection will be worth it for all concurrent. We ne	nd	As grice, thehew Cytion is is best for full protection and putting people back at the centre of companies' provides of services.		
~	spen.		quarter rate of substitutes and an internating (as, in rail to brown that sumparies have internationally and property protect value obligations.	~	full, as mandatory requirements - this will better protest the vulnerable.	to put people back at the centre of sevoce and delivery.	-	promos of services.	RS .	
Earen		No	These sensions about how electricity companies deal with those on sever instance, who cannot need bell payments. Calling diff power to families of older people/ those in tough circumstances is not acceptable. We need a regulated model to manage this much betaler.	No.						
	commerfeld				medically dependant persons chould never have their power disconnected they should be provided with a standay generatorist power-stanger. PRISCHS which cannot pay their power account should be assisted by a fund for powerly persons. The electricity point review standard by their standards.					
	Lamer et a	***		~	polar random revenues are continued per polar account viscous or account of a rand on polaring process. The revenues price review statement of these studioses.	alpeans a condition.				
Peter	Wisan	No	Transference tel without communitation. Made the conduction for a characteristic country and the state of the							
wit	Donald	No	all of which are necessary for any level of health, just because insufficient money right now.	Not care		Make all guidelines mandatory. Otherwise this is people's lives being harmed.	Tes	All are needed, to ensure a fair treatment for everybody.		
			No, the Guidelines are not consisted proteining their intended actioners. The Birchnology Authority's over invited showed this retailers are not consideredly following the Guidelines. That is causing harm to consumers. These are examples of ways consumers are bound harmon's reflective or are examples of an action, a bound which consumers are bound harmon's reflective or are resolved of a sample, a bound with a consumer or an action of the consumers.		Tec, but the other parts are also very important and the Electricity Authority should commit now to making the PSEC set of				Please go alread with Option 2 and commit now to manufating the full set of the dualetines. If the work must be done in the stages, please include Part 9 (fees and bonds) in the first stage. But it is important that you commit	
Caltiye	Lee	No	No, the disabilities are not contently delivering their intended automet. The SECTION Authority's own review showed Sections to not conceively following the disabilities. This couling found to intendent. These are example of any, contended are being being a control of the couling section of the couling section and part of any section are being deposed, or production of productions of examples of any section are being deposed for any section and another level get and are section and are section as a finish of the couling section and another section are desired as a finish and are section as a section and a secti	Not care	Couldebnes mandatory as soon as possible. If this work must be done in two bandles, then Part 9 (feet and bonds) should be added to the bit of priority areas.	Consumers need the protection of all parts of the Guidelines. Only Option 8 provides this.	No.	No. I prefer Cyston & Pinose commit now to making the full set of Guidelines mandatory.	Frace go and with tights of and count most to constitute of the followed for touchrises. Of the work must be done from the citigate, place to chade Part Tyles and basely in the first cripps. But it is reported that you consent waves to medium got for it and of disablence, could till consent to disable got and an advantage of the citigate got and advantage got and advantage got an advantage got and advantage got an advantage got and advantage got an advantage got an advantage got an advantage	
			you.						News or head with Defend and countries to condensative first another of the condensative of the condensati	
par	Indiay-calmos	No	to this current model and economic climate, where money is a god, and everyone is trying to see what they can get away with, the "Concurrent Case Guidenies" are about substance you replaced. Not I Mode get ned and make the greedy lengths follow the guidelines. Make the economic has the property of the control of the property of th	No.	United everything is compulsory we simply see a lot of wriggling out.	Northing wild the guidelines are computate(	Tes	Option 6 if you must.	Please go alread with Options had an document now to manufacing the full need of the quadristics. If the wool manufact in device include state if yield an advantage to the full crope, and it is important that you consent may be made to an office of the quadrities control the device of the full crope and the full cro	asso as possible: Disconnection fees Prepay prices The task of guidis data on disconnections, including prepay disconnections.
2000e		No								
Avis	Reid	Not sury / I haven't heard of the Consumer Care Guidelines		Yes		Option 3: 1think parts 2, 6, 7, and 8 should be mandatory.	Tes			
Suite	Ragers	106	Power companies must do all they can to act ethically and in the best interests of consumers. They need to put people before paster	Not care						
Videy		No		Not sure		Oprior 6			No.	
Mark	Christensen	Wi	They will only do so if they became rules cather than just guidelines	THE		Option it is the best outsime—all sections need tibe mandatry	No	Pieace cannot now to making the full set of guidelines into mandatory rules	Please commit now to minking the full set of guidelines into mandatary rules	
			Consumers interacting with retailers receive at least a minimum standard of treatment regardless of the retailer and regardless.			While graduated regulation is an imporation principle, having a part-mandetony code is confusing, particularly is new-to-the-code lies vulnerable and		I think option it, with a full code that is consistently enforceable would be a changer, cleany and more		We need more innovative options to reduce disconnections, and a proactive way to ensure that other more easily stationed fauli (the gas totaling), are not used to preference to interestication). The reample, prevaling making time power use fresholds in an installing is a market with selective operations (any only less thanks approach). In particular, we need a south the designation of the particular in the particular and south the designation of the particular in the control of the control where feet for non-payment and disconnection value in thorder to get task on track. While less' without control where feet for non-payment and disconnection value in thorder to get task on track. While less' without control where feet for non-payment and disconnection value in thorder to get task on track.
Andrew	Autorit	~	Concurrent Inter-college-dimensions receive allies 2 minimum claudate of the atment regardless of the installer and regardless of whether that yet a suchamen of the installer. As seems clear from the documentation provided that there is not a consistent standard of treatment, sat this is not delivering.	41	rowners, are worlds can actually have higher impacts on our most vulnerable electricity customers.	White graduated registron is an important principle, having a part-mandetony-code is confusing, particularly to new-or-the-code leg value state and needing bely now) concurrent who have to be stall these are your right? "but not these bits, these are just a suggestion?.	No	I think option it, with a full cade that is consistently enforceable would be a stronger, clearer and more internally consistent chain.		windows are not with detective disconnection (sign only seep the heart journe on). In particular, we need to avoid the detection where free for non-payment and disconnection make it harder to get back on their less 'efficient', there could should be worn-approximation designed to a provide the company to reduce the company to the contract of the company to reduce the company to reduce the company to the contract of the company to the compa
		Not sure / I haven't heard o	и							and the same of th
William	Katoliffe	the Consumer Care Guidelines		Not care		Option Each review on improvement. Option 2 disto. Option Elseens best overall for consumers. Option 6 A more expensive version of 1	Tes		No.	
Berry	Microben	No		Yes		uptions. Sur 6 - the guidelines that are currently voluntary are the ones that are having the most impact to our vulnerable people	Tes			
Celia	D/MX	No	Power's not all instable for many, and competition and innovation are definitely not supported currently.	No.	All of the guidelines are important for harm minimization. It's more camples than presented.	Option its the only option I support. The next are pandering conductivy, tally wouldn't you nake them mandatory? The companies haven't complied whe filey were relatedary.	n ma	Cytion Blyfar.	Option Ex accessing. The other thing which is needed us organized oil generation and retail electricity, as the gentation have under market advantage, and gower to cannot the price of electricity. Totally unevery playing field, when they were the field?	Seguration of electricity generation and retail, at was done for teloco previously. The undue market influence of the current of generative schoolsy components the market and results in much higher proces for concurrent and relucion dempetition, due to the unifier advantage for the perception, they also oppose to incommon and incommon one disconsistent or an exercise of the perception.
										a gentalins seriously uniquenesses the markst had results in much higher prices for insusances and induced simpetition, due to title validat admixtage for the predictive. They shall previent innovation and devensification of generation, due to their dominance and threat of others reducing their markst class, it's a totally waiged market surrently.
Dee		No	Please commit new to making the full set of guideline circlo-mandatory rules		This however the other parts are equally important. The PULL set of guidelines should be made mandatory as soonas possible of	Consumers need the protection of all ports of the guidelines. Only Option 6 provides this.	No	I prefer Cyston & Pirace committees to making the full set of Guidelines mandatory.	Please proceed with Cryston Eand commit dows to manadating the full out of the quidelines. If the work must be done in two Itages, please include Part Tiffees and bond (in the first Clage, But it is important that you commit new to manadating the full out of guidelines on that this consist he delayed in face.	There are also other consumer source that require urgest action. Please investigate and consult on the following scales as soon as goodler: - Documercition fees - Progray priors - The tack of public data on disconnections, including prepay
					Among sensor as a survey and a sensor as a sensor as an a sensor and a sensor a sensor and a sensor a sensor and a sensor a sensor and a sensor a sensor and a sensor and a sensor and a sensor and a sensor a sensor and a sensor a sensor and a sensor a sens				· · · · · · · · · · · · · · · · · · ·	decorrections.
Emma		No	They need to be made mandatory by winter 2236.	No.	Alined take given equal weight	6x the unity enaurable solution - costs chouldn't be worn by sonsumers of electricity, ethically, this is samething the electricity authority should address and depintocher power to note a CKDICS that procises people rather than profit.	No.	Option 6 - you have a charse to really change the tives of thousands of people, why wouldn't you do this?		guidelines produced by the exits prevent disconnection and reconnection fees. The cost of pre-pay electricity purk low income families into further date.
	Planner	Not sure / I haven't heard of the Consumer Care	м	Not sure						
	_	Duidelines								
Mage	Rainey Smith	No.	The Electricity Authority should commit now to codifying (making mandatory) and covergithering all protections in the Consumer Care Guidelines as facts to possible.		The, but the other partials allowedy important and the Berchstey Authority should cannot now to making the FSES set of Qualetine manifoldary in cook as placedies. If this work must be done in two transfers, then Part Tyless, and bonding chould be about to the bot of processy areas.	Consumers need the protection of all gards of the Guidelines, Only Dybbin Agroundes this.	No	No. I prefer Cyston G. Pinose summit now co-making the full set of Guideltons mandatory.	Please go alread with Option E and Goment now to manufacting the full cut of the Guederines. If the work must be done in the stages, please whiche Text Tyles and bond(s) in the first Cape, But it is reported that you connect news to making the full cut of deadlines control to connect in connect as a single connect news to making the please of the connect news to making the please of the connect news to the connect news to the queer upper and single and decord on the following source as soon or provided to the connect news to the connect news to the queer upper and the connect news to the please that the connect news to	Place go ahear with Option 4 and seminic own to reactioning the fast out of the studenines. If the work must be done in two tables, places include must tiple and bondy in the fast cape, but it is impaired that you cannot not no manifold the fast and of condense out that this contact the designed in force. The para and and other consent instems that require part action. Places investigate and consult on the following issues as come to possible: Disconnection fees: Propagation: The task of
1			Care Guidetines activit is possible.		to the list of priority areas.				possible. Disconnection fees Propayanas The lack of publicidas on dissonnections, including propay dissonnections.	Piezze investigate and consult on the following source as occur is possible. Disconnection fires, Prepay prizes the task of public data on disconnections, including prepay disconnections.
Famela	Janes .	Not sure / I haven't heard of the Consumer Care	м	Not sare		Clyston I	Tes			
		Guidelines			Regulation of Sec 11 also important. Also, where used outgraper with house names and norther has an annaly of the					
100	Calquitous	No.	Placer camparies are deady being running to serve their shareholders and not their sustainers. There is a worful task of service mentality, The model has been a falser. New Zelations are not being well served, particularly in rural areas, where there is less it.	Not sure	Regulation of feet is also important. Also, where ruch incomment with to get power put on they are usually talk that trequires a transformer upgrade within the outsides has to apply for When the outsides resource, but to conditioner ensures. So the transformer increasing the property of the power company, but they make the continuer pay for it, noting of dropping that make the power company, but they make the continuer pay for it, noting of dropping that the continuer. Also the power company challation expected to have to supply that it is continued to the position of the continuer continuer.	Option Enreeds to be in place. It don't understand why you are only considering Option T, when all of it needs to happen and, as has been made dear, the monopoles will not considerable to make the considerable.	No	Option it is needed. I don't understand why you are only considering Option II, gives the woelful state of	The whole initiative model of separate companing (supposedly, but not early competing and the separation from the times cuspiler, which routinely ope off nucleiculariess trying per power cuspiled, has been a big faile an	Tequirement for lines companies to connect new runt dustament without charging them evaluations of one time to standard to the
			posits to be made by the component. They need to be under tight regulation.		exabitant supply rates. This is a log rigid? The company should be regulated to love to supply the transformer, nut up off the customer.				and the second s	contractor dropped the charge to \$13,000. So clearly there is a lot of extensionate ripping off going on in this market.
Christine	Hidey	No	They seed to be computary	Not sure		Cyclon II	Tes			



									TE MANATIKO
		Q1: Do y	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	D: Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to consumen?	Q3: What do you think the benefits to domestic consumers will be under options 2, 3, and 4?		Q4: Do you agree with our preliminary preference for option 37	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint name	Lad name	Теграния	Can you tell us many to support your answer?	sponce If no, please tell us what parts of the Guidelines you think prevent the greatest have from according to consumers.	Cyen Endel Response	Terporae	If no, please tell as which option you think is better.	Open Ended Response	Open Ended Response
Dana	Yukidi	No.	I think they are principly concerned about profits. Notiness appears to show their per pay sitherest charge the position, of the error sollendale, more the paner. They've not cold and had not expect show it typing to got in shock with these about an assurance wester reading collect than an eclinicise. Not everyone has that time or the time to shop around for power.				Proops connect come to existing the fact out of prodelines into monitating rades. Note mandatohygodelines, durit work. Taking encouraging it all blittler in the read, the read-regulations with breth in that they can be referred. Of stower the relection growing read with most this, but the tools in they won't belt unless it's analoting and been requirement and part expensions and are says report uses.		
Signal	Spendel	No	nector reading collect than an estimate. Not everyone has that time or the time is slopp around the power.  There is nothing wrong with the buildeblock, theyone, including the electricity establish space with them. No welly should they not be made manifolding? It can't are an excor, why the dualeties shouldn't be legisly building.	Tec, but why not waking all parts of the Qualetines countries(). Part 9 (secand bond) could be abled to port 2, 6, 7 and 8 and later Clips.	Opinis followed be taken. The implement of increased doct is not fair, because all parts of the fluidelines tagether from yet the increases can always as the such leasting file with regards to including.				ah, 1 thought i richade Bhi in QK. Soyleake see QK.
			be made mandatory? I can't see a reason, why the Guidelines shouldn't be regarly brinding.	later dage.	allowing a case and healthy lite with regards to electricity.		Table to be a facility on a country of the convers basis of the convers basis of the convers to the converse t	regarding disconnection feer and prepay prices care hursing those who are already hurt by society.	
Georgetta	Indicate	No.	in views to see a manifoldity process that relative's need to be obliged to fullow. No	never 1 read the guidelines trendugh detail	Ligitim is	No.	Better and the second of the s	···	maning an inverprehilated body that knows the actual price of electricity rather than market forest distating
Diana	Peterson	104	THE			Tes			
Sylvin	[RIGACTED]	No	Capitalist enterprises have no interestin being note to concurrent. There is only one reward in the current system and that is duties. The concurrent care guidelines do not nevand or reprintand with dutiest, so they are of no concerprises to capitalist. The returnation.		сулон в	No.	I don't think capitalists chould be incharge of life-customing needs. It describ make any sense to make concern guidelines voluntary when profit is the instruction of the provider. And the only measure of scopes.		Life-exchange resetted goods and sentons should not be put in the bands of profit making entities. Why should we all pleare so that they are profit off so. Electrolity supply should be son by the claim.
(REDACTED)									
Melius		Not sure / I haven't heard of the Consumer Care Guidelines							
Juhn	Maindonald	No.	It is too difficult for customers to just together the information needed to decide what is best for them.			Tes			
Imagen		No.	I then they are largely being met, which just further chains making their mandatory-would be abore minimum - or provides are already magnession. Collectives they need to be trougher and as more to protect our most volve collective they need to be trougher and as more to protect our most volve collective three treatments. This vessels follows and intended automore, more so too.		<b>д</b> узык в		summatural and you thin agrow in State, however if the replacement is between the proposed was calley and registrated in commence in Lockine Control on States (1994) and the States of the section for and the states of the states of the states of the publishers which primate is considered to the states of the states of the states of the publishers which primate is considered the challenge is a human right. If commenciationing this human right makes printer controlling the largest problem.		These proper assumes the experience applies a moderate that the data is not received an extractable and control and control and the second and control
Meredith	Dooley	Not sure / I haven't heard of	Yes		Power companies have too much leewing to dirik their requesibilities to domestic concurrent, whose welfare should be their EE priority.	Tes.		No. Cure	Not care
David		the Consumer Care Guidelines	No	Liura .				Please commit now to making the full set of guidelines into mandatury rules.	Proce commit now to making the full set of guidelines into mandatory rules.
Morte	Fang	No	The Electricity Authority chould commit new to making the FULL on all Candelmer, mandatory as cook as possible.  With over 2000 outdomers cover out off in the last 32 months. Then represent to cover candidate from with ne						
Baryo.	Matin	760	companies need to be innerespondive in this area, expectably if they care about the needs of those that they provide power for.						
Michael Eate	Haraut	No.	79		Outpot dwill and/or I document the most as the audelmost need to be enforceable.	Tes.	Outloon 6 is best. Pilinoor commit now to waking the full set of guidelines into mandatory rules.		Please investigate and consult on the following source as coon as possible: Disconnection free Prepay prices The lack of a shift of those disconnections are included assessment.
Carolyn	Make	No.	Too expensive and write been exploited. Government needs to step in to control the power companies profits.						public data on disconnections, including prepay disconnections.
Darryl	Miner	No.	Please commit new to making the full set of guideline circle mandatory rules."						
Cathleen	Lewis .	Not sure / I haven't heard of the Consumer Care Puntahnan	Please commit new to making the full set of guideline circle mandatory rules."						
	Ladwig	Not sure / I haven't heard of the Consumer Care Eurofahran	No	(sun	Cyrion Eand I are good but they should not be allowed to non-priors	No		Not have	
Moreo	Demonal .		No, the dualence care exist currently delivering their intended outsides. The tilestroply dualenting is one review showed that estatives are not consistently following the dualence. That is causing harm to concurred. The thickning dualenting should current town in solid graph (making mandatory) and divergibering all protections in the Consumer Care dualence on that is possible.  You provide:	Tex, but the other parts are ablu-very responsant and the distribution hutbody should current own to reasing the PEEL on of Guideline consistion; as come a passion. If this work must be done in two boarders, there yet is please and board should be able to the bit of promity areas.	Processes asset the account of the processes of the processes are processed assets the		No. conference & November Committee to the Committee of C	Fixed go alread with Options and coment come to consideracy for five development of the conditioner fixed positions and copies, a price an include Part 5 feet, and based) in the first copies, and it is imported that you consider contract the condition condition condition condition condition condition condition condition condition conditions and advantagement asserted any appropriation. Proceedings and consideration the following consideration and conditions are provided asserted and consideration and considerat	
Mirana	Gennel		commit new to sadifying (making mandatory) and direngthening all protections in the Consumer Care Guidelines as fast as possible.	Code/from minimatory as cook as possible. If this work must be above in two trainbert, there Part 9 frees and bondity chandide above to the list of proofing areas.	Consumers need the protection of all parts of the Guidelines. Only Option & provides this.			cour to manufacing the fast act of disabstrates, cost but this connect to discussed in future. There are also other consumer rouses that require ungress actions. Proper investigate and consult on the following rouses account as possible. Discussestion fees. "Proper proof." The lock of public data on disconnections, including prepay disconnections.	
Earlin	Bobo-Catala	This	My shall be seen would be "yes - to a certain point" due to IX non-mondatory Claus and once the right to energy is not garanteed.  You		This will recall in less metading and markeling bigher energy welliaming, and more quality of life and industes of valverable and disidled outcomers.	No	Jam denyl standerigeable energy herbilyon naterias, accuratelyly offerbildag abstract theories the polyt. The registal of the condition on a handworkful health and extiling our every. Afficing counting, county handboller option, another examing, I am size distalled and have personally represented energy treating weight five count of indexion another against place that Multiplics. You need to make the companior, more accountable. That is valy 1 support Cyston 4.		was to letter cappe til law inclone hauenhalds tilhologils social retailers.
No.	Geroon	No.	There are same pay acyon go options for custamers but the cost per wall is more than for others. This means the poor are paying more for their power than others and is cost fax. The charge should be the came no matter how they pay.	Party T and It need to offer the greatest protection. Recitating is a right. Never companies should be in touch with the organization capporting people who tive is prevery before they discussed anything. And expectably there chould never be a disconnection when there is a medically dependent consumer. This must be manifolder,	Cyclon 6-1 have sendowd in electricity companies efficis and values. The nonmal exits so usall are nothing compared to the benefits to those who the in powerly.	No.	Option & Past performance has shown that electricity companies prey an the poor and have no ethics.		Costs thould be the same no matter how people pay - whether on a plan or pay as you go
									Please investigate and consult on the following Issues as soon as possible: Pregay prices Prepay disconnection. In my
Brett	Red	No.	No, the subdivies are not country for lessing that is backed constant. The Scholiship subdivity close review behind that realization are not country for submerful su	We, but the other parties will-very important and the decision, buthomy should connect use its rating the TELL set of Gashelmen analysis yes count as postate. If this work must be done in two transfer, there it is find you for the bird of postate pares.  In the bird of postate pares.	Genueles weed the puriodise of all place of the fluideflows, Only Option 6 provides this.	No	No. I prefer Option & Piezze cament now consisting the full set of Guidetines mandatory.	Fixed put plant of the Digital Land count count to condition the facility for the distribution. Fire wash must be done in the singer, given minder first 1 fixed and belong the time interpretable for the singer of	Process increasing the set of counts on the federal equipment actions a process from payment a Change Sociation Count of the County of a Change Sociation County of the Change Sociation C
Sandra	Alexander	160	A review by the Electricity Authority shawed that retailers are not conceptedly Solowing the guidelines which is covering bann to open concepted and the covering bann to open concepted and the covering bann to open concepted and the covering bann to open covering the covering band of the covering bann to open covering the covering band of the coverin	Other parts (14,4), 5 and 30) need to be mandatory also	Make all the Guideliner mandatory for all electricity installers, Supplying electricity to consumes, seeds to be carried out with appropriate and adequate calegorads in place for consumers.	No.	No. 1 perfer Cytion 6. Pirace commit now to making the full set of Guidelines mandatory.	Private go based with Options to an immediate the management of the Guardiness. The work must be done into it stages, given include health yet and locally in the first crops. But It is important that you common which is not an indicated that common the entire part in the common variety and contains the common variety of the common variety of the option variety and consult as the following issues as soon or possible. Disconnections feet Propagations: The bask of public data or designations contained by the common variety of	The Guideline Lare quite comprehensive but chould be mandatory for all electrolity establest otherwise it is the caying on but company that to be which and falled explications is place but another but company denoting each to the public are providing bloods are providing bloods are providing bloods are providing bloods are public as an explicit providing bloods are provided by the public and the public and the public providing bloods are provided by the public public provided by the public public provided by the public provided by the public provided by the public provided by the public public provided by the public provided by the public provided by the public public provided by the public provided by the public provided by the public provided by the public public provided by the public public provided by the public public public public provided by the public public public public public provided by the public
Stephen	zenkons	No	The penagle aim of this chould be to go further than the duadrines and ecoure that every thew zealander has a minimum-ouppy of elemonity to their household at all times. Terminating upply to a consumer is inconsistent with social and humanitarina golds. No Perminangia in consistances	The commercial model for the supply of an econotical censure is not appropriate. A review of the commercial model is oversive.	The current attitual electricity market is fundamentally and economically flavent, then if Option discretely, making guideliner manufacty this does not address the fundamental right of every consumer to capply of electricity to maintain warroth, operation of household applicance, and any hostite related equipment.		As extend before this consultation is clinifully around the edges of the true problem which is the fundamentally flawed electrosty generation and market delivery system.	Tac. If the system is working properly businesses will not be recissory. They will be past of a socially responsible structure for the provision of the supporting services of power to every household.	dudeline have never been effective without computation.
Steve		No	No., the Guidelines are not currently delivering their intended outsimes. The Electricity Authority's own review showed Bull installers are not considered by Ashboring the Guidelines. Thirs: Causing havinto consumes:	Techatike other paraceed to be mandatory acreet.		No.	Concurrence and the protection of all parts of the Guidelines. Only Option 6 provides this.	go Anal with Option Cast common wer's monitoring to fall send the displace of the common and	A white resid electricity althousand for their zealanders constants the society of a universal inclume for all. This would provide society, with a self-include electricity is a basic formal related and option to 222 century and given that the majority of the infollationative generating electricity is this country has been goed for by providing pre-constant calls and all and an electricity.
		Not sure / I haven't heard of			Option 2 main benefit is many classify final direct action. Option 3 copposits the most understallin without tall many constitute the obtainment/company Option 3 accountings that with criticity is required for facility than in meets to be meet in this capity.	,			previous generations. Ext. a natural recourse that chould be shared more equitably.
		Guidelines	No. the Suddetree are not currently delivering their intended outsines. The Sindrich's Authority's over review showed that	Tec. but the other participe above vineoritant and the frecholds hubboths should convent now to making the PEEL set of					There are also other consumer rouse that resure usent action. Heave investigate and consult on the following issues.
Germina	Nash	No.	retailers are not consideredly following the Guidelines. That is caucing harm to consumers. The Electricity Authority should commit ease to codifying and strengthening all protections in the Consumer Care Guidelines as fast as possible.	The, but the other parts are absorved important and the Brichfordy Authority should commit new its making the FEEL set of Guidelines consistency is come as possible. If this work must be done in two branches, then Fact 9 (feet and bondit) chausible adder to the bit of priority areas.	Consumers need the protection of all parts of the Guidelines. City Option & provides this.	No.	No. I prefer Option 6. Pinose commit countermaking the full set of Guidelines mandatory. We need to prioritise people's welfare over profit.	Please go alread with Options tank committ new to mandating the full set of the auditories of the work must be done in their stages, please include Part 19 feet and bound; in the first stages, for it is important that you commit new to mandating the full set of Guidelines contact this connot be delayed in future.	There are also other concerner towns that require urgent action. Private investigate and concent on the following insure.  Laser as possible: Concerned on the Perphy priors: The Task of public data on disconnections, including prophy decimined to the Concerned on the Concerned
Sue		No.	Power costs are mong. Companies may be paying to service to the guidelines but backadly they care only about their bottom line. Yes		options 16 I seem paintiess and work result in any improvement. Unless power companies are maintained i can't see them flows single an auditamen needs	L Tes		Similing power company profess as concurrent expense.	Phaer companies make a tig sow of how they contribute to community organizations, in fact they only do so with mone from power concurrent, company management take the credit but contribute attith from their huge cultures.
Ronda	Tung	No	Energy-piewity and economic horidatips are personant rower in their Zentania. It's impressible that we enhance our commitment to the west-being of our ottomes, chroning for equitable-care and outpoint throughout the entire community and account the nution.		We should exhance the guidelines to the fullest extent possible to offer optimal support to our customers, expectely those who are volvestale.	No.	If you can't dis option 4, then Option 8 is an inferior alternative. Options 1 and 2 does not align with our organization's view. No advocate for the mandatory implementations of CO by it of first, some comprehensive concurrent protection, wherein Options is provided greater calleguands for concurrent comprehensive concurrent protection, wherein Options is provided greater calleguands for concurrent compared to Options 1, which appears to be a short-term collabora.		
talie	Rase	No	They're valuntary with no genities for not following them, so the companies just don't fallow them.		Options I and it will meanthat the companies actually follow the guidelines: I don't think 2 will do much because big companies like these have lowyers who get paid to explain what guidelines mean, cost is unlikely that the companies don't understand.	Tes			
Gaene		No	The move cents over instructions between establishes, this suggest that the red since playing field. This is ofter for instinct yield single, streets the american fact that a plastated representating with the substity and it.  Note for instances to below what is about the restore.	: Agree with parts $24,7$ , that windefiles to use part tabled. Not over if the Level abding	Opine its workfamel by roof. As show would like to come an order of fires cach a disconnection for these seem disconnection proper whose changing its me fires on an electric changing the me fire come who will next that purple would proper control me and to perform any disposition. A good process for taking with normality and the seem of the common process of the common pr	No	TSINA SUILAIS le ablecticité lui. See exilier requires.	as a second seco	According provincy The Galacente and test agent discussion when produce as about, in selected date, excluding sussep- inguistates that also given charge for provincy and provincy for their configuration to give in the selection of the language of the selection of the quadrate provincy for their configuration of the selection of the provincy of the selection of the provincy of the selection of the provincy of the selection of th
Peter	Anderson	Yes	No	tion		Tes			
Belinda		Not sure / I haven't heard of			Threat New Sendro, chauld be in Plan togical for domestic outconnect counterstand. This is expectably relevant for those with learning festal difficulties and threat extension of the counterstand.				The rules should be different, i.e., more lentest to ensure health rocurs needing power are always covered, fuer if bills a
Noorwary	Cate	the Consumer Care Guidelines	A humane prea to excitately companies to level the power wints on for medically dependent outcomes.  Yes  Electricity is a basic commodity in these times of climate Change when many secole have not other way of sophine. He when the level of the common secole have not other way of sophine. He when the level of the common secole have not other way of sophine. He when the level of the common secole have not other way of sophine.		or those with English as a Second Language.		Option Storall the sound reasons mentioned above.	No.	The rules should be different, i.e., more lessest to ensure health hours ceeding power are always covered, trees falls in unpaid, there modelles special grants to pay power bills if the health need is suggest. These issues are those that reed only power, e.g., power for any great track.
Jenny	Campbell	No.	Electrolysis a basic commodity in their time of Climitals Change wheremany propietions not otherway of sociolog, bearing their homes it being on the Careing motives. Everyone is being encourages 1 pet out of focal funits at their are no interpretable. For people, Propiets are now to dependent on electricity in their situate and table solved-even is processed.		Support Option Cast that the best outsines for valuesable people: Those who can afford rising priors can pay a little extra for those who can't.	No	OPSIGN-6- Assessed to generalise sections	NA.	Gentalies changibbuild on the Electricity sector
Marana 2001-n	Mari	No.	No, the duderines are not consortly delivering their size-shot autisines. The literatory furthering's own or rower showed Bull relatives and consortedly following the duserines. That is coming harm-to increases. The literatory furthering should connect near its studying livering enough one of the literatory further than the literatory of the literatory	The, but the other justs are allowed important and the Bendulph Authority should carent new to revising the PEE set of Guideline consolidary is come as possible. If this work must be done in the Stander, their PEE by Fees and Soudij chandide able to the Star of priority areas.	Consumers send the purposition of all parts of the tunderless. Chily Cyption & powders this.	No	I perfer Option & Pisose commit now to-making the full set of Guidelines manifestry.	Find a plant of Digital and common to include copy for facilities of the condition of the c	
Share	Ma	Not sure / I haven't heard of the Consumer Care	r n		Like option 2	No			
Allean		Suidelines Not sure / I haven't heard of the Consumer Care							
Entity	lisar	Dural-times.	The disablines are not currently delivering the stimuled addisoner. The Birchittip Authority's sount review disland dBAI retailins are not consciously following the disablines. That's Councily Savin to considers. The Electricity Authority (studied island) to be 10. Yes configure (instance and authority and coverighteeing all protections in the Consider Case disablines in fall as possible.	But the other goest are above by important and the Becatory Authority should cannot now to making the PSE and of Guidelines, in manufatory is come is possible. If this work must be done in two Stanches, these Part Mylers and benefit should be added in the lot of printing area.	Consumers need the protection of all parts of the fluiderines. Only Option is provided this.	No	No. 1 perfer Ogition & Prisone cannot now no making the full set of Guidelines unanditory.	Place go that all toglock test described on a considering the fall and the described fine described the described before some stages, given recided that Test Thes and benday in the first clayer. And it is required that you consider the fall of the described in the described that the described in the described that the described in the described that the described in the described in the described that the described in the descr	There are also other consumer score, that require urgent action. Mease twentigate autocounts as the following score is an expossible. Stoomerchise feet Prepay priors the label of public data on discementation, suchuring prepay disconnections.
1969	DeGu	No	The disablence are estimated for the controlled additions in the standard formation are real transferred for the controlled additions. The standard formation are not institutely following the disablence. This is closely the trust to ensurement, particularly from which are included an extensive and institute of the controlled formation and institute of the controlled formation and institute a	While can age that there you of the Guideline are control, the other josts are also entered you put and. The thickney's Authority should connect to making the Guidelines "In their entering" mandatory as soon a piccollin. If this work must be disser- vel sectionalise, then that I filed and Small Guideline added to to be for all privacy passes.	Consumes seed the priorities of ""4" "part of the bookins, as then cudin dynamically disk opposed provides this does the intellect took would, we consist they are then bookins what they prefer to , again, yeary year in mate all parts of the dustries countings.	No.	Option 6.9 the best agricus, for the masses the scalined personnels, furthermore, of signals the argument that "sampeters" what beared from Option 6. Competitive worksheld on a liver of playing field adverse receiption spingling by the case value. More the options consultant paints may be case value. More the options consultant spingline for inscribed, including a consultant consult	Office In the light opinion is grey you to connect to according the finding discission. If we is much to down into origin, then you to so what Part Tyles and both or large. Nowever, it is stiffed you connect to a to according the following the first of shadow on the first count to discission the first figure.	Player overlygges and consult on the following states - Blacomercian flee - People prices - Lask of judic data on deconventions, under the people prices - Lask of judic data on deconventions, under the people prices - Lask of judic data on deconventions.
Milley	Rand	No	The guidelines are not consortly delivering the intended nationes. The EXY can mines shawed inconsistencies in how motions followed by positions, measure government are instead of flowedly. This is expected prifically for our volume of the consumenties, and however finally that is given and the position of the positi	Too, but other partial the disciplines are also highly important. I enclavage the SA to make manifolding the full set of guidelines as uses in grounds. If also playing the guidelines must be done on groun, FACT thought be about to the but of princing into a.	All parts of the quadritors into mended in fully pointed consumers. Only spines that achieves this.	No	Civity option it provides the full set of concurren provincians. With option it, retainers will find ways of door, as little as pecalife to comply. With option it, retainers we doo on a free playing first.	Family pells (gloss to fail of the close of the control for the fact that the control of mandaing guidelines is upon to pell fine there upon the rect as some purple.	Pippia nivertigate and consult aix - Disconnection and reconnection free: - Prepay prices - The task of public data on assumentation.
Rean	Padyl	The C	160	ture .	TSMA option 3 may result in organizations only financing on the mandatory parts of the guidelines	No	Option 6		
Beaucr	Browne	No.	Because it's not mandatory just guidelines  I think the guidelines (should be made mandatory, There's no seeth in this initiative and half of the retailers have admitted to					Pul Wald descharate	
datas	week	The state of the s	falling short of the guidelines. They make enough profit from us to provide desert care and concurse protestion.	I was as we see sufficitly like a finite classe as these guidelines and make their manufatory.	weater promotion on concentrated in particular, valid-right officers - health-wise and final-cally.  Take no benefit to the dudit in outcors I or 2. Outcors Escoping come benefit to the dudit in outcors to 2. Outcors Escoping for the nature Associated in outcord to an advantage.	nes.		Lame Lamb as ampromig man.	rveers generature ormages siddhidde Heald Stid, pidhol the climide and our communities we like in.
Meete	Hillyer	No.	Because the guidelines are not mandatory, they cannot deliver equitably to all customers / electricity users Te		I see as benefit to the public in options to it. Option I provides care kenefit, but appear t would be recut be extend to electricity users, especially floor who are work-vehicles it is not investible that their reasoner should recurring providences one. Destructively green the dual-bridge include measures to div with the princip.	No	t prefer option d		Dissannection free Prepay prise: the tack of public data an dissonnections, including prepay disconnections.
Danishy	Retin	No	Incarlished consumer protection No	Good sheet but are they really implemented? to voluntary code outfliches? Component will always prioritize their awarenees of money.	Meedito protect concurren with mandatory stilligations on power companies - 8 or 4	Tes			
Philippa		No	Mely their continues cares electricity convex that are all melder to them and meet their needs. Abditively set, so contact from my section regarding the allocations of present consecutations in the control of present consecutations. In this case of prison consecutations is being a set to present the consecutation of the control of prison consecutations and the control of prison consecutations are the consecutations and the control of prison consecutations are consecutations and the control of prison consecutations are consecutations and the extraction of the extraction of the extraction control of prison control of the control o	Peec and blook and cign-up are ablovital.	Opposes 3 disortaines any excitatement structures companies to the benefit to the power companies of the guidelines remaining voluntary. Over the power initiation's between distances and power company that is writer.	No	The enabling-level of competition has not kept privacts consument down. Nor has record profits. That suggests that additionally potentiate for consumers will have little or no implact on privace.	All against the fluidations chandles environment	The current cycles conjugates a competition to keep prices above has not delivered its consumers. It has delivered exceed purificios the process companies had consumers can no benefits. What is required its study competitive electricity cycles is delivers benefit to consumers and characteristics.
Gles	Crowther	No	790		Only Cytics a provider, optimal potention, so should be implemented unless the additional costs are specificant.	No	Ecopport option & universities ensuring on nationably higher cost.		Taking pander holds of the vary frequency pulsages and the better environment and used and distance. Nationing the connectified origing of language the helper for the language component calcades by two reconstructive resources energy scape. Sering associations is once impact and that even it that and been explained by energy efficiency. In this summer can be impact and the explained and the control of the energy of the particular control or energy will always be a spiritual endotron.

pasiscon rept



										TE MANA HIKO
Manual			Q1: 00 y	ou think that the Guidelines are currently delivering on their purpose and intended outcomes?	2: Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greater consumers?	set haves from occurring to  Q2: What do you think the benefits to domestic consumers will be under options 2, 2, and 4?		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	QS: What issues that fall outside of the current Guidelines would you like to see us consult on next?
	Pint same 1	Last name	Response	Can you tell us more to ouggest your answer?	gaince If no, please tell us what parts of the Guidelines you think prevent the greatest have from examin	ing to concurrers. Open EndedTespose	Request	If no, please tell us which option you think is better.	Open Ended Enquase	Open Ended Response
	Lann I	Makess	No	The countreposability basined withhealthy comprises written tool the purishment is not happening with the big companies. The countreposable the provision of electricity. Those companies only care about profits for characteristic and without inglistion to a entry approximation of the order of the purposition of expension of the country approximation of the provision of the entry approximation of the order of the purposition of expension of the country approximation of the provision of the entry approximation of the provision of the purposition of the purp	I think the guidelines are not change enough to prevent the greatest form from accounting to consum companies should be as different to what they called it think legislation is required to sighten their companies. The enough that is desired a series of distriction in a strains MY and strains are the	ament. Manageachnines say  15 in Manageachnines was guidelines on what they can had  2 companies make large profits and pait of the manageary process needs to prevent them charging the public for them being made to meet guidelines.	necthey No	d. Answe as question 5. Why have guidelines if they will not voluntarily implement them. They make huge profits and competition with the big companies appears minimal. almost as if they agree an how they will	ts enough commenting on the existing aydians for me.	My cancerning for people. Companies used to not be able to document power. Other options need to be assembled to support people in Training off power andy-exacerizates existing financial problems and even falls people. The full paper may no another distributes and other those within hours are the ones invested. We don't need written actions a second soul.
				person will not happen. It will renain words on paper. We have a social responsibility to take care of each other	parent unable to pay their bills.	dhould have been doing in the first place		operate. In fact it was better for the people when it was not privatized.		salutions that support everyone and meet our obligations under United Stations International Laws we are organized to
				No, the Guidelines are not currently delivering their intended outsines. The Electricity Authority's own review showed that	Tex, but the other parts are abovery important and the Electricity Authority should commit now to	to making the FULL set of			Please go alread with Option Eard commit now to mandating the fulfort of the Guidelines; if the work must be done in their stages, please include Part 9 (feet and bands) in the first otage. But it is important that you commit	
	Ben 1	Wylie-van Berd	No.	retainst are not considerity histoaring the buildeline. That is causing barn to consumer. The Becality's Authority should you commit now to codifying (waking mandatory) and strengthening all protections in the Consumer Care Buildeline cas fast as according.	tuidebnecmantatory as soon as possible. If this work must be done in two transfer, then Part 9 (s to the list of priority areas.	(feet and bonds) should be added Consumers need the protection of all parts of the Quidelines. Dirty Option 8 provides this.	No	No. I prefer Oytion 6. Please commit now to making the full set of Guidelines mandatory.	naw to mondating the fail set of Guidelines certait this cannot be delayed in future. There are also other consumer moues that require urgent action. Please investigate and consult on the following resures as soon as possible: Disconnection fees Prepay price: the lock of public data on disconnections, including perspa disconnections.	
Many column				or Produktion though a particular with continuent through their habitations and accounts belother customer source						
Many column				electricity sensors that are affordable to them and meet their needs; We rangand added were we on the best rate for our usage.  End soundhad below as an annew plan that "will be better for you." Mendian has better for as observed and have need to be their plants of their plants of their plants of their plants.	Being able to feed off customers' reasonable enquires with no liability or external monitoring for p	r putting customers the aurelves				
Many column	Margot 1	Sullivan	No.	are a low usage household: Tower daily charge rate definitely works better for us but no, the put us on high daily rate, hower unit charges. More expensive for us given our low usage. Our electricity provider has been estimating our usage crisir a May reading.	on plant that mean we pay more unnearcounty means and of point gives the larger number of per the numbers of customers who are medically dependent or can't pay bills. The greater my off for to	Think Option a could give the best cultiment for RT tourestolds overall, provided the tredicity authoritys; given the MONT and YITHY to actually ac	ally elect is No	Number Cit better than number It. Unless the commercial energy cales discusses are able to be held to		
Many column				It is now teptender - despite our having a finial. Meter in place. When phoned about what we thought were higher than actual billing they call no, it is normal usage. We have since 'read' the meter ourselves and look on one item to be getting up to the	upper summers on people successmooth one promite restricts of the guidelines that chould be consid- specific households, but these should not be the only parts of the guidelines that chould be consid- ted consistency half constitution to our sufficient to the economics of this household.	dend for external maintaining households and businesses; that operands commercial interest.	enegra	Assert ting tensing at not act of keep tile cook awaring evergine.		
				reading they gave us for June. They did read it November last year, perhaps they'll read it again this year in November and reimburse us. We live in hope.	and companies and restricting is not surround in the experience of this restriction.					
	Theodory	Actorophys	Not sure / I haven't heard of		ton.		No.	I dier besond harboration than couries an excellent han court than that the har order	Advanced this incomption to	
			Guidelines							
	Robert I	Predericksen	No	We have just changed providers and have no problems yet.  You When power is disconnected due to non-payment, are connection fre is obtaine impacting further on people with financial		Cyron I	Tes		No.	No.
	Egel I	Gallagher	No	athorises						
	Gerald I	Book	No	The Guidelines are not currently delivering their intended autoones. I am aware of a concurrent being medically dependent on electricity and fix annual fixed their retailer may discount her.  Yes	The other partiale accovery important and the Electricity Authority chould commit most to making: mandatory as soon as passible. If this work must be done in two transfers, then Part Tiffees and but of accords news.	ig the PLES set of Guidelines; and,) should be added to the Init.  Consumers need these protection of all parts of the Guidelines, Chily Option & provides this.	No	I perfer Oytion dand there should be a commitment to making the full set of durishines mandatory. This is the only option that provides full benefits to consumers and they should not have to bear the sest.	No - purposeed with Option Eard commit new to mandating the fall set of guidelines. If the work must be done in two stages, please include Part II (fee Land Bonds) in the first stage. It is important that you cannot new to mandating the fall set of disclosines so that this cannot be delayed in future.	There are other concurrer scores that should be addressed as soon as possible. These are Disconnection fees, Prepay prior and the lask of public data on disconnections, including prepay disconnections.
	Simpn I	Cultin	Wei .		ts principation.					
				The Electricity Authority needs to commit to codificus, divendifiening and making mandatory of grotectors in the Consumer Care	even though t've caid yes, titillican clearly understand that other parts are also very reportant and	of the Electricity Authority needs				If the full set of Guidelines is not committed to be mandators, then all of the source not committed to will fall outside of the
	Bronwyn		No.	Guidelines, in a Simely Hannes, Like now.	to commit to making the full out of Guidelines mandatury, now. With the proposed option to-doing needs to be added to the lot of priority areas. There is no good reason to-delay.	ng the work in two transfers, Part 9 Consumers, need the pursection of all parts of the Guidennes, Only aption operandes this.		Option it is my preferred option. Committing to the full set of Guidelines needs to be mandatory.	Option 4st the only option maily encocary. If it is done in their transfer, as proposed, then Part 9 (text and bonds) needs to be included in the first stage. There is no need to andy manationing the first option during the first stage.	current Guidelines.
	Gary	Lee	Not sure / I haven't heard of the Consumer Care							
			Guidelines							
				actively have no red impact or direct relationship to print. With the number of companies, there will be certain to be wide with the number of the conditions has been destroyed to print on companies and constitute or the certain to be wide.	Manager than don't an early for any other professor our other code associated was a forest of	Thave very little confidence in guirely voluntary guidelines in option 1 and 2. Cytion three is obviously a step in the right direction but only option	4	No as above, I prefer option it as the most clear and considerst way to look after all consumers and especial vulnerable ones. Eve known people get in such souble with power bills and their relationship with power.	N Company of the Comp	Please investigate and consult on the following issues as soon as possible: Disconnection and reconnection fees which to in
	NACE O	Crawshaw	No.	Outh large information barriers due to the complexity of the contract people enter with a retailed, I think the Electricity  Authorities and the contract contract barrier force manifestate analysis and contract to collections.	area I have personally seen great discrepancies and the potential for concurrers to be unknowingly	By disabunitaged or exploited. See in the electricity industry - The less concerned about the costs to power companies;	much No	companies. While the reasons are complex, sometime this is because of the practise of the company.  Consumers should be able to expect clear, consistent and binding behaviour regardless of the company the	7	because of the disproportionate number of vulnerable and low income consumers affected. The lack of public data on
Property of the property of								are with.		The state of the s
Property of the property of	Maria and		Ma.	No, the duadelines are not currently delivering their intended outsimes. The filecticity Authority's own review showed that initializes are not considereity following the build-lines. That is causing harm to concurrent. The friesticity Authority should	Tex, but the other parts are also very important and the Becassity Authority should commit now to	to realing the FIGS set of	r:	No. 1 and 10 Table 1 Street Control of Street Co	Please go alread with Option t and commit now to mandating the full out of the Quadrities. If the work must be done in two stages, pinace include Part 9 (fees and bands) in the first stage. But it is reportant that you commit appropriate that you commit appropriate that are not mandatine content the content to content the content to the part of the par	Batter contaction for uninential accountact
Property of the property of	-		-	commit now to suddiying (making mandatory) and direngthening all protections in the Consumer Care Guidelines as fast as possible.	— wrone measure as some a present. If this work must be done in two bandles, then Part 9 I'm to the but of priority area.		-		possible. Disconnection fees Prophysical: The lack of public data on disconnections, including prophysical data on the Column State Country of the Country of	where processes of Williams Ministers.
	BOAR	zowah .	No.	There is much rhetaric around providing rated for streamer, but very little actual rated. It's like the gambling industry where \$9 contic is every distanced contic to every distance contic or huma provide by parelle full upon his fine count count another associate. When						
		-		juit experiments.						
	200000 1	Bodes	No	They are currently voluntary and because electricity companies have financial incentives to ignore them many do.		option are means continuing to standing and do nothing while electricity companies treat their powers our service sub-humans, option four a any better, option three is the bare minimum option dis the best. It is important to treat all outcomes with dignity and not let the powers outcome.	s barely mers No	арсил 4		phase investigate dis and re-connection fees, and pre-pay pricing.
Property	George		705	Maren't used it but their they studgle for	If they are followed depends or faith	substitute richer ones.  Shut costs should be absorbed by the company	Per		No.	Many Surgard stars about arrest source generation and tour land to the second of the s
Property				I think I'm a fairly typical concurrer, I pay the power billic on time, the power company delivers. I haven't read the concurren						
Property	Jay		Not sure / I haven't heard of the Consumer Care	guidelines as I don't have the time, wasn't enally aware of them. I'm aware that comewhere on the bill there is information on what to do if i'm medically dependent on power and if I have problems and can't pay, the number I can call. I don't have problems. Yes						
Property			Guidelines	- except for one. More on that later. So I don't think I can answer whether the Condelines are currently delivering on their purpose.						
Property					Tex, but the other parts are also very important and the Electricity Authority should connect now to	to making the PULL set of		Option 6x the best. They need to be mandatory so that retailers follow them and so that recommend have	Please go alread with Option 4 and commit now to manufating the full set of the dualitiese. If the work must be done in few cases, alread enclude Part It free and bands on the first case. We will not case to be dualities of the first case.	Please investigate and consult on the following issues as soon as associate. Disconnection fees: Evenue and the laws of
Property of the content of the con	Etienne		No	Conglines of all protections.	Guidelines mandatory as soon as possible. If this work must be done in two bandles, then PAT 9 In to the list of priority areas.	(feet and bond) should be added. Concurrent need the protestion of all parts of the Guidelines, mandaturity. Only Option 6 provides this.	No	enformable protections.	naw to mandating the full set of Guidelines contact this cannot be delayed in future.	public data on disconnections, including prepay disconnections.
Property of the content of the con				The Electricity Authority's review showed retailers are not consistently following the Guidelines and causing harm to consumers.	Tex, but the other parts are also very important and the Electricity Authority should commit now to	to making the PIEE set of			Name on the of any Property and a country country and a country and the first of the management of the country	
Property	Gillian II	Cameron	No.	The Electricity Authority should commit new to strengthening and making mandatory and all protections in the Consumer Care Guideline cand implementing their ASSP.	Guidelines mandatory as soon as possible. If this work must be done in two bandles, then PAT 9 In to the list of priority areas	(feet and bond) should be added. Concurrent need the protestion of all parts of the Guidelines. Only Option Editive provides this.	No.	No. I prefer Dytton & Please commit now to making the full set of Guidelines mandatory.	now to mandating the full set of Guidelines cardial this cannot be delayed in future.	Piece investigate and concult on the following source acoom as possible: Disconnection fees. Prepay prices
Property				The Electricity Authority should commit now to suddying (making mandatory) and citerophering all protections in the Concurrent						
Property				Care Buildelines acfast as possible. I recently had the expense of a satally exactitant contract break fee from Truspower. The subject was a property owned by our Family Trust at (REDICTES). When we finished building a new house there, we rested it out						Pinace investigate and consult on the following sources as soon as possible: Disconnection fees. Prepay prices the tack of
Property	zames I	Lawless	No.	to (REDICTED) (who is disabled). For various rescors including the fact that we already owed for same power during the construction period, we chose to put the electricity and broadband sontoict in my name other than the tenant's, with trust. Yes	tec, but the other parts are also very important and the Electricity Authority should commit now to handwheel consistence or committee.	to naking the PLES set of  Consumers need the protestion of all parts of the Guidelines. Citiy Option is provides this.	No	Cyson 4	Please go alread with Option 6 and commit now to mandating the full set of the Guidelines: if the work must be done in two stages, please include Part 8 (fees and bands) in the first stage. But it is important that you commit now to make the stage of mandating content the reason has defined by force.	public data on disconnections, including prepay disconnections. On broader score (which may be autoide your mandate: Paying a restrictic rate for power cold back to the grid rather than the current huge differential. Providing differential pricing
Property				Player. He wanted a one-year contract at allow-usage rate, which we signed up to. Due to changing circumstance, he moved out after Emorchic. I was then changed a contract break fee of \$201.81 (plus 051 × \$120), which was applied by changing the	GOOD FOR THE PROPERTY OF COURSE AS PROPERTY OF				tare as managing one can one an administrate decrease one annulate an administrative	for "green (renewable) gower and allowing concurrences select. Making routing solar panels of at least 2.5 Km capacity mandatary for new builds.
Property				generation rate for the final invoice to SST2 23(funt, instead of the contracted rate of 25.38(funt. in practice, the property was record do a different senant within a month junder a different account), so the retailer loci little revenue.						
						Cyclon 2 - very little benefit and they will find work arounds to the guidelines. Option 1 - provides the safety set required for value cible sancons	ers, but!			
	2000		No	like powerswitch by to assist they are very generic. The number and types of plans offered is very confusing. Netativis should be made to publish all their rates and plans, so that we controlly see the cost.		don't see why this chould be additional cost to concurrence they should be fallowing the guidelines anyway. Option 6 - This is probably a bit of a and will likely increase socis for not much additional benefit.	n overfull. Tes		No.	We need to have a consistent approach to publishment of pricing from retailers. Often cook are holders, plans are obscure and there is no consistent way of being able to compare plans associatetalers.
	Claudia I	Guithrie	706	Yes			Tes			
	Georgie 1	Turnbull	No		sure .	Cyrlan X	Tes			Reduce the existing overhead high voltage cable is recidential streets.
	Nadao I	Howe	No	The Electricity Authority's own review shawed that retailers are not consistently following the Guidelines. The lack of mandatory rules leaves customers with the fewest options.  Yes	Tes, but that doesn't mean the other parts are not also important.	Consumers need the protections provided by all parts of the Guidelines. Option 6 is the only one that provides that	No	Option 6 x the best option for vulnerable consumers.	No. Inspirementing Option & will do what's needed.	
Section   Sect	MAGE 1	Magoffin	Not sure / I haven't heard of the Consumer Care							
Section   Sect	College	Martgamery	Paradial man	The electrical authority should commit naw to making mandatory all protections in the Consumer Care Guidelines. All consumers		Source all conserve have are lable affordable usually inneae the of personal councilances.	Tes			
Property										
Property	Sections	Dunningham	No	more on when we have competing component making large profits from what is a public good.		Profesence is Corception 4	No.	Cyson-6		
Leg	Allan		No	There are elements that should be computary No.	Part Educe of acknowledge the need to power companies also accept they provides more than a they make little effort to effectively make any "factionna" under charges.	reactionally for instance day which Cyrlon II	No			Expectations on capply companies bundling' censors without formal oversight
Section   Sect	Heles		No	Too many wine rable people are disconnected, including those who sely on electricity of health reasons and because they have too many delate. Not having power on leads to use of other flammatory items and then recreases risk of fire.  Telegraphy		Option X	Tes			
Section   Sect				No, the Guideline; are not currently delivering their intended outsines. The Electricity Authority's own review showed that	Tec, but the other parts are abovery important and the Electricity Authority should commit now to	to making the PLLL set of Consumers need the protection of all parts of the Guidelines. Only Option & provides this. If costs are increased then pricing structures chould be		On the book of valuing the greatest protection for concurrent, I prefer Cytion 6 and would like the 6A to		
Section   Sect	moddy (	schafer	No	relatives are not considerely following the Condenses. That is causing having consumers. The Electricity Authority clouds commit new to sadifying (making mondatory) and direngithening all protections in the Concurrent Cure Guidelines as fast as	Guideline; mandatory as soon as possible. If this work must be done in two transfers, then Part 9   added to the list of priority areas.	9 (feec and bonds) should be addinated its accommodate valuestate or cach-strapped users. Perhaps other measures could be put in place to insignate the impacts of increased those who will straight to pay them.	Loots for No	commit now to making the full ort of Guidelines mandatory. Afternatively, add oction the the mandator items that would be implemented in Option 1.		Processive-Object and consult on the habituring source is cook as possible: Disconnection feet. Prepay prior the task of public data on disconnections, including prepay disconnections.
Property	Sed		No.	process. Tecumon.  Electricity copply companies top proority is to maximize profits. They use obfuscation in putting together packages that can't easily again.	un .	actor I	Tes		44	Packages should be structured in away-makes it ease to compare offerings
Property			Not sure / I haven't heard of	enerosmyenen with sidel suppliess.		toward camphage cook, and therefore possible general and increases need to be balanced against some was however, will resonance that	ne form	Tourist like a rescouble approach with the future option of moving to move of moving as the future of		
Secondary   Seco	Mile i	Andrew	She Consumer Care Stude times	Prior to answering this question I wasn't aware of the guidelines and their algebrasis. Not our the congestion aspect is working. No	sur	of cost/benefit analysis would help in determining the best option.	Tes	seenas wothwhile.	No	1 am not aware at any.
Fig. 2 Language of the control of th	Anne	nel	Not sure / I haven't heard of the Consumer Care Eurofahran	I have just read the Concurrer Care Guidelines						
Fig. 2 Language of the control of th			and the same of th	The State of the s	These sales are innertiant but all of the out of the modelness are seen	add ha madamaddinor. If is not			Name of the Art Prince of the Committee to condition the Artifician of the Artificia	The same and the s
Image: Base   Section	Cathesne	Bioher	No	Chould be made mandatory, with penalties for any power company that breaches them.  Yes	possible to have a complete mandatory system without good record keeping and appropriate feec.	Power customers need full and proper protection. Only aption 6 provides this protection.	No	Option 6 x better. I request that Option 6 is selected, as it gives the disorgest protection for power users.	now to mandating the full set of Quidelines contact this cannot be delayed or forgotten about in future.	public data on disconnections, including prepay disconnections.
Image: Base   Section	Dicandra I	Jamesan .	966	Because I care for the medically dependent people who are at risk of dying if they don't power for their medical needs.			No	As previously mentioned care for provides for customers who are medically dependent on power		
Image: Base   Section	None-	Missoe	Not sure / I haven't heard of the Consumer Free							
Image: Base   Section		-	Durdelines					4. They are about profits not their outcomercand they will not bonour audelines or in heat much thousand		
Image: Base   Section	Chere	No.	No.	My experience with my own company K that they go to the maximum with what they can writin have and guidelines and the fact that they hold the countil d writines of their customers be demand. There's necommand when you nell in the work work and	This disen't go far enough. This a service eccentratio life, if we can't house people properly thes: be left to puddings. Regulations must be instituted and the operations have	on at least this life essential should Clyston cloud bow can they justify increased costs to their caytive market???? Secously have can that even be a suggestion? The only way their put sechalises of always and to seek to	alished No.	the maximum for additional profits. They can't be trusted to self-regulate and these questions are quite thank because of that basicifact, revaluant to be exceed out of electrodic attagether. with the manners	Carl's arosen acrosse of the hinks in this glitchy survey seem to work. What chould be considered its regulated control. The power companies are posit focused and only part with some of that for infrastructure after they	This excessive profits. Any maney generated from this essential to life and business sensor should only go back to infractive and reasonable ranges used. Man making secure choose which essential to the months are not in
Image: Base   Section				payment for all fire essential service. They need ingulations asign. Utter blood suckers.	act responsibly towards the people who have elected it. Regulate not suggest, care for the people	prints could be more of asists on the face of concurrent was if they started offering mortgages to sover thick asis.		daily charge increases. Shame on me for not breeding irresponsibility and being able to at least get cuppor through WING.	deviand more from their outcomers.	be holding degrees and making better than SSIs a year.
IN IN IN INTERPRETATION OF THE PROPERTY OF THE	net i	Agin	No	Yes			Tes			
IN IN IN INTERPRETATION OF THE PROPERTY OF THE	Michael	Galfriey	No	The Electricity Authority's own review showed that retailers are not consistently following the Guidelines. That is causing have to go consistently following the Guidelines.	but the other parts are also very important and the Electricity Authority should commit now to make manufatory as soon as possible.	aking the FSEL set of Guidelines  Consumers need the protection of all parts of the Guidelines. Only Option it provides this.	No	No. I prefer Cyclon & Piezoe commit now to making the fact ort of Guidelines mandatory.	Please go alread with Option 6 and commit new to mandating the full set of the Guidelines.	
Les l	Date		No	Nobody should die as a result of electricity being out off	See previous arower	Cysons	No			Bacchunas rights
se sul	No.	Eller	Ma.	There is no mandated requirement far the crossy companies to actually carry out come of the recommendations guidelines assembly wound in cross-first boson-by companies to the companies of the recommendation guidelines.	If the above guidelines - parts X, is, T and X - are not mandatory then consumers are not adequately.	by protected from the vaganes of Clystons Sk2 are not going to work for anyone except the retailer if they are not mandatory. Option 1% best - actions act it actually published - se-	there are			None of content
se sur les sur	Arry		-	ражет карру.	the market	legal tenth to penalties adequately retailers who do not comply Option-Earthis stage would appear to be overly impostical to properly maintain				
se sur les sur	Rod I	HShnough	No.	I was unaware of the guidelines until very recently and have certainly been very surprised by very high gower bills in the recent past.		tyrefer oyton four - maximum concurrer protection for minimal extracost.	No	As answered in fact question - option if provides maximum protection for vulnerable outsiness for minima exito cost.		
INDER SECTION OF THE PROPERTY	Nooh 1	Schneider	No	Yes		Cyron II	Tes			
INDER SECTION OF THE PROPERTY	Olinida 1	Wyor-Williams	No.	I them at the Consumer Care guidelines should be mandatory. Everyone chould have access to a power supply expectably in cases of the need for equipment to support health. But where is handshop and there are unpost bits, there should not be any. Yes		Clysion dis best	No	Cyton 4		
The state of the s	Park .		No.	charge for cutting all fixed supply, nor for reconnection.  They are not mandatary.	sup.	Tuesdat Outlan 6	-	All audelines chould be mandatory to offer the maximum protection to valver when		
The state of the s			Not sury / I haven't heard of			- Appear				
The state of the s			Profesions	No.						
The state of the s	Dean I	Emmercos	No.	hold more disult than availantary one. Yes		Mart with I and see how it goes and if it is not going well, be more assertive and extendit to discensive compliance.	Tes		No.	M
The state of the s	3		the Consumer Care							
The state of the s				No, the dualetines are not currently delivering their intended outsides. The Electricity Authority's own review showed that	No. but the other next are should have	to accion the title and of				
The state of the s	Debbie		No.	electricity for their health needs. My diagither's brother in law is disabled and spends a list of time on the interior, withdring. Yes Netflix etc. When the asset is cost off. this office, his quality of the. The this cost of the cos	Caude fines manufactory as soon as possible. If this work must be done in two transfer, then Part 9 I/s to the lost of enouths area.	(fees and bonds) should be added. Consumers need the protocol of all parts of the Quidelines. City Option is provides this.	No	I prefer Cytics 6.	Please go shead with Option to and connect now to mandating the full-set of the Quadrinnes. If the work must be done in two stages, please include Part 9 (fees and bonds) in the first stage. But it is important that you commet now to mandating the full set of Quadrinnes contact this connect be delayed in future.	Please investigate and consult on the following issues as soon as possible: Disconnection fees. Prepay gittes the lack of public data on disconnections, including prepay disconnections.
THE REPORT OF THE PROPERTY OF				mandatory and strengthening all postections in the Concurrer Care Guidelines as fast as possible.						
THE REPORT OF THE PROPERTY OF	Sary I	Hadings	We							
THE REPORT OF THE PROPERTY OF				No, the dualetines are not currently delivering their intended outsianes. The Electroity Authority's own review showed that restailent user not consideredly following the Guidelines, That is classed branch or programme. The Electronia in the con-	Tex, but the other parts are also very important and the Bedinity Authority should cannot now to Guidelines manifolder as coon as possible. If this work must be done to have have have now as in	to reaking the FISIS set of  These and bonded should be added			Please go ahead with Option E and commit now to mandating the full set of the dualeriese. If the work must be done in two tages, please include Part 9 (feec and bands) in the first stage. But it is important that you commit now to mandating the full set of dualeriese contact this commit is dualeriese. These are also other consumer issues to require urgent action. Private investigate and consult on the following issues as soon as	Can you uncountile an eggl no. But — more consideration should be given to ensuring the Authority can monitor, mandate and enforce "specification of famous or equity sourc". CF. deal'd favorate, built handed pre-immediate
THE REPORT OF THE PROPERTY OF	Charles I	Dawson	No	commit now to saddying (making mandatory) and strengthening all protections in the Consumer Care Guideline cas fast as possible.	to the list of priority areas, but the poor retailer compliance indicated in their survey response should required.	nows mandatory implementations Consumers need the protection of all parts of the Guidelines. Only Option it provides this, Compliance of 12% is is outlineer.	No	No. I prefer Cytion & Pinose commit now to making the full set of Guidelines mandatory.	position Disconnection trees Proparyment. The lack of guide class on disconnections, including propagation mechanics. Think you for connecting. You are working with a market driven content from the lone BS that has, as Geriff Beston entire, consciously price-googed residential customers, to think we used to have an integrated non-profit B-Cope (publicly awared) under that is now fragmented anotherized with too many CEOs and Manager	to Flaved Seary, failed practice. Ingle-handed regulation in New Zealand, pages 13-72. NZ Fabrica basely, 2006.  [https://gooffle-trans.fries.workpress.com/2017/33/fabrica-basel-staater-2006.pdf]
IN I									The state of the s	
The Disk In the Di	DANIEL	LI BRON	No	Our current supprier is trying its best not so facilitate owitching companies. No	tur		Tes			
[M. ]M. [M. M. ]	Sev I	tales	No	Things done.		TSNR option I or ture essential to implement	Tes			clients tend to skip from one to the otehr
	SAC		No	No	Sure					

pasiscent rept



											TE MANA HIKO
			Q1: 0o ;	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: Do you s	agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to	Q2: What do you think the benefits to domestic consumers will be under options 2, 3, and 47		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	QS: What issues that fall outside of the current Guidelines would you like to see us consult on next?
	Pint same	Last name	Response	Can you tell us more to support your answer?	Response	If no, please tell us what parts of the Guidelines you think prevent the groutest have from according to concurrent.	Open EndréTesponie Esqui	ques I	If no, please tell us which option you think is better.	Open Ended Response	Open Ended Besponse
	San		No	are not considered following the fundament was some to be determined to the second parameter was to be a considered to the following the fundament of the funda	No.	ten, as we seem you have according implication and are instanting nationary obtains seemin, see a manage or rack set or disabeline mandatory as come possible. If this work must be done in two transfer, then Part 8 fees and bondly should be added to the list of possing areas.	Consumers need the protection of all parts of the Guidelines. Civily Option is provides this		I prefer Clytion & Pinace cament now to making the full ort of Guidelines mandatory.	reflect grant and the figure and commission of the commission of t	Pisace investigate and concult on the following issue: as soon as possible: Disconnection fees: Prepay priori: The task of public data on disconnections, including prepay disconnections.
	Geoff		No		THE		Cyrou I Tes			No.	Litter input
From the content of t	Kathesne	Liwerence	No	The first of the control of the cont	No.	Militigates (A.S. of East and selected as provincing terminous in control, in a declarate model and selected in the control of East and the Control of	What hadd place for any product for assess in the sound wine sell ager for pass for excess public agent further and contribution of the hadder of the sound winest for the sound		That dissillations while due to the recentled or horse govern to far the Zadrick Section.		was digitates into what discussed own, and propay services which are favoring forwarded as the forward crosses.
Property of the content of the con	Pone	Naurore	WG .		Tes		Cyrose I		Cydon I	No.	
	Marana		No.	The Electricity Authority has admitted in their own review that retailers are not being committed to following the Guidelines which has having consequences to conceivers.	THE		Cayston 6 No.		Cyson 6		Children - note there are reference to 'young children' in vulneable categories, however feet more consideration needs to be taken with school age children electricity needs to avoid being disadvantage with ICT education, health etc.
Property	Leigh	Harrington	No.	This, the Guidelines are not currently delivering their intended outsines. The Einstrotly Authority's over review showed that rectains are not consideredly following the Guidelines. That's coping branch constantes. The Einstrotly Authority should consist new to supplying placeling controlling and completing placelines and the Consumer Care to adaptions as for all consists new to supply the Consumer Care of the Care of t	THS.	Tec, but the other ports are also very important and the Beddody, Authority should commit new to making the FALL set of buildeine mandatory as come a possible. If this work must be done in two transfer, then Part 9 (fee	Genument need the protection of all parts of the Guidelines. Only Option 6 provides this.		No. I prefer Cytion & Pieace sament now to making the full set of Guidelines mandatory.	Priese go alread with Options and commot now to mandating the full next of the decidences. If the work must be done indoor sugges, please include Part Sylves and books) in the first cape, that it is reported that you commot now to mandating the full next disabilities undust this commit be object to find an.	
	Chrosophe	Markins.	No.	processe.  The consultation paper cays the guidelines are not being implemented as considerity as expected and that means that they need	THS.		Option 21s not fixing any substantive scare. Option 3 will make some substantial improvements. Option 5 is going the whole log and it what consumers.		Option 8 is better because the guidelines as a webste are designed to make a minimum standard of care and if you do not make all the parts of it manufators, sometimes the way consumers are treated is going to fall		Properfees
Frage 1		-	Not sure / I haven't heard o				deserve - These guidelines are supposed to provide a mononum classical of care, affect all.	-	Serbon that minimum clanidads. If it is a resoundable expectation for concurrent that power companies chould follow all the parts of the guidelines.		
	real and		Guidelines								There are also atther consumer sound that require urgest action. Means investigate and consults in the following issues as:
	Earen	Crawshaw	No.	The Electricity Authority's ownerview shawed that rectalers are not consistently following the Guidelines. That is causing hom to concurrent. Over half of his retalers admitted to this	THE	Technital doesn't mean the eschareit important, the full set of dualetines need to be made manditing.	as the staff the guidelines need to be mandatory as voluntary ores don't achieve compliance.		Pinose go ahead with Cysson G. Mandating the full secof the Guideline Lice secretar	Prises pulmbas with maximing the full root of publishment the work must be done in two stages, please include Part 9 (fees and boast) in the first stage. Whenever pieces commit now is manufasting the full ort of buildnines on DUILTHIS control be estaged in Saure.	saor as possible: Disconnection free Twepay prices The last of public data on disconnections, including prepay deconnections. There is true stiffer the power of our community and impact to the end on our transactic, discolled and elderly the most, who are long in cold-damp houses not able to affire dipower.
Part	(HEACT	10)	No	Hardworking geople who hold down covered gold (because enginyers have found at more humbles for entry-level enginyers to be personneedly held in part one or constitute only to stoke holding and only by demonstrative large cated, but a extend payered are going total delict if they experience a period of Colonics or have an accolonic or constant. Why are these people who can least. affaul at being put as prepay-on-year periodically at the higher state?	Not care	Currently the guidelines seem to be providing the electricity providers with a inigat way to manipulate financially struggling custimens stated enough electricity to line at a science for them to affiled enough electricity to line at a science form-would level of conflict filling able to cook, have hot water, heating a cooking. Many people an ensimum wages line largely without using present less days.	Opinis Is continuing withwarmin, Opinis 2 (thresh the yearned destinate demonstrates that there is modelly help., Opinis It Standards better that there is exercised to the accusance process to the invitation process that the exercise to the accusance process to the invitation process to the expension that the accusance process to the invitation process to the expension of the expension of the exercise to the expension of the expension of the exercise to the expension of the exp		Unfortunately my long years of experience and observation lead me to the cad conclusion that people or expectations will comply with legal requirement as a caperfluxing as possible of there is no fail monitoring or pulpative consequences the actual level of improvement for cruggling concurrent may not be as evident as we'd all hope.	I guest Sear may be but five siready upont exough time without evolving the duddrines to interpret them with my litteral local I	Perhaps electronly provident could diverlop some more pressum consistents to provide their more financially well-off concurrent on they could recover their compliance social financially social recover their compliance social financials.
Property of the property of	Date	Poli	No	The detailing compares have help policeration causes. A) Their away guideless are not enough to police value recibilities of the community of the controller controle	No.	All the fluidelines creation work tagether to protect concurrences in the facet way procedure, because you cannot weight up humans for and health against fluorisal consideration in a case that this, where it is along profes.	OptionED his subdisease in voluntary guide love, as companies factions have a profit. OptionED love using full revening. OptionEE lasks like this in the last one only if, the fact of lovering faction is profit or the last of last	. :	Option & should be implemented, as we know from hotarical procedent that that the laye of company will use any baghalay insulant lover on the table of just it over human tie.	totals of fluidation has been the property for sufficient guestion excitated by a photometric biological excitation and gaving guidations.	Net my lander to quadrate 6.
From the content of t	Denny	Grees	No	Convertigation is a label of conditionary released process (and seems turn) as these who are readically congruent and deliver in current flowers in the control of the cont	Yes	No, But a fill set of the gradelines double be provided.	Consumers that the protection of all partial the foliabless. Only clysted specials the parameter, it is important that piccommittees to final date of the first of disabilities to that the connection in final date of the		Exception for you amount need anothering the full or of faulthines is the time cannot be delegated.  Name: The air air all offers another insert of engine organization. Faller investigate and around an faller for the following sense of an protection. Sense or protection is the following sense of an air protection is an air anothering and around a faller and air and air and air and air anothering are also also are protected. Sense or representations of the control of the air and air	The same is medigin and unsate to the bilinesy course, soon a paritie - Doubersharber - Propagation - The last of palits dispert doubershare, which appropriate course in the same state of the	As above place transplate and constant of the following trans as soon as possible - Disconnection fees - Propay priors - The table of public datasen disconnections, solving prepay disconnections.
From the content of t	Floria	Campbell	No	Profit before people lasks compassion and recognition of other people's lives.	Not sure		option it the way to go for most comprehense surfamer care  to  taken to support Contains I That it the only one that will notest another in consumers. We have watched power companies take and for and preferred ta		d provides blanket coverage, the others don't		
Property of the property of	Planaec	Moutler	No	I actually remember the week that awoman died in Auditinal because of an 100 cutting off her power. (It was a big week for us, tak) we were exploring another IDD said teering, on auditer kanpapit, all their years and years later, the Concurrer Case Considerance are still not mandatury. They must be made computing as suggestly as possible.	THE	All of the above, and part to feed and bonds. Then tendourage you to make all of it mandatory scap.	why on fice of Lectric states are restaured, when on a many households have thought agreed the cold of living. I recording mentiones we do not a state state for many on the Control of Control of Lectric states are control of Lectric states and a state of Lectric state of Lectric states are control of Lectric states and a state of Lectric state of Lectric states are control of Lectric states are controlled as a control of Lectric sta			Please disciplines. El Ex 120 for these they (then please reducing part T- bands in the For clay,	Disconnection feet Propiny priors: Those any propay and getting the discounts that other creative. The lack of public data on disconnections, including prepay disconnections. The managed francisco (data-lead) to fully 200% revenable electricity generation.
From the control of t	(MEAC)	10)	Not sure / I haven't beaution the Consumer Care Guidelines		Rod cure		Only signate flow procedural procedures and observant. 1-sis Outage, consument cell at manager dependence are companies 2-sis change 3-does not address management of recurrence prompties 4: procedure protection and exempts.  Med.				Repay electricity—making the volverable pay more and more story the revolverability. The jet those of plans and princip options within her and disady suctions, and make it is a terrainly difficult in identify which company provides the best disal
Property	South	Walters	No		No	Fail 2 man Landown Lat Frain, and lands "Landownship of a state of point depart contains an applicing entire been received—it might not have been and understand—it might not have been and see non-reporte as complete exposes.	Option till the only viable choice. It is also a worde of time if compliance but mointered and enforced. No				the principle are the country statement are separate and announced are makened in the practical great are practical for a least of choicid for statements principle and process. Here is considered principle principle and control, Why are some of our more nematic concurrency paying as much far a wint of electricity.
The content of the co	Place	true	No.	The Electricity Authority should commit new to solfying (making mandation) and strengthening all protestions in the Consumer Care translationer as fast as possible.	No.	THE, NO LOT MOTE part of an environ production and lot streaming constraining contracts produced with a streaming contract of the streaming contract	Consumers need the protection of all parts of the Quidelines. Only Option & provides this.		No. I prefer Oytion & Pinase sament now to making the full set of Guidelines mandatory.	There are also after consumer state require suggest action. Prison investigate and consult on the following scuers as coon us possible: Distance-close free Perpay prison the lack of public data and acconnections, including perpay distance-closes.	Tierr of account consumers cooks to require agree makes. Present recruigate amountaines on account planet as done all possible concentration for Prepay princes. The hall of public data on documentaines, unduring prepay deconnections. Fixed charges which don't encourage conservation.
Section   Sect	Leila	Boyle	No	The Guidelines are not convertly delivering their intended autoimes. To Mana Milo's own review chained that retailers are not concornedly failuring their this is barring consumers. To Maria Milo bloods and converties all protections in the Guidelines as fast as postnown.	THS	I calcined hee's, cut-hope this came grow-resident is only full answer into but. Here's ney "fue". Yes ". All parts are important, and "To Man Who Who will be suffered in an artificial parts of the work came the dates in one politically. In this work came the dates in one political in all the dates in the structure in the first time of the came in the political parts of it, if, if, if, if, and it, and the dates it dates in the section as practicable. Then the remaining parts should be dates in the section as countries of examples.	Consumers used the protection of all parts of the Qualetines and only Option a provides this, or this is what to Massimia should implement.	. :	No, Cyddon 6x the Best option. Te Mana Hika must commit to making the full set of Guidelines mandatory as soon as practicable.	to short with cyclon car sales as post calculated therefore the full set of doubtless and if the work must be done in two capes, include that tyles and benefit in the first cape.	Other consumer rouses also require urgent action. To Mank Mike-should investigate and consult on the following rouses as said as postcoalin: — "Discinnentian free — Propay prices — The Task of public data on discannentians, including propay disconnentions.
Section   Sect	subs	tel	No	NO, the Guidelines are not currently delivering their intended automes. The tricitizity Authority's own review showed that installers are not consideredly following the Guidelines. That is causing havin to consumers.	THE		Caysian 6 No.		Option & Because if there are things that power companies don't "have" to do they won't. It's outling corners to protesting their clients - everyday friew Zealanders.	Notiflation think of	Regard the competition of retailest and not making a monopoly of the sector author gives us Nofers a choice to those to those around for good prices.
Fig. 1. Sept. 1. Sept. 1. Sept. 2. Sept	Passaa	Gould	No		THE		Only applies as sufficient		Only option 6 provides sufficient protection for the vulnerable		
Section   Sect	Market	Reberg	No	на индутительники, ин логим ещену, не эту учице, акционредне честильники акцион и педал.							
Section   Sect	zuhe		No	Currently power companies are ignorant of vulnerable people's circumstances, it's cometing that needs to drange	THE	Middlen/eutra fees for late payments and/or disconnecting + reconnecting	Touclastry guidelines leave concurres in the dark. Mandatory enforcement of guidelines may increase priors but encure the most valuerable are protected and are aware of options this difficulty of paying.		Option tall guidelines protect the vulnerable not just same of the guidelines.	Oktore	Power companies make huge profits from low-soct sources. These profits should be shared with sonsumers each year & shareholders as appropriate
Property Description	Plant	LivingStone	Not sure / I haven't heard o the Consumer Care Guidelines	I understand that same suppliers are trying to meet these guidelines. Consider that it should be mandatory that all suppliers are required to meet them.	Not sare		Twoold prefer option 6 to 3, but if cost to going to be an soure, then option 3.				
Process   Proc	Borwen	Beechey	No	People are struggling to meet the high sact of electricity.	THE		They chould be made mandatory and there chould be no additional cost to users. The power companies make enough money.				There needs to be controlls on pricing of electricity.
From the property of the prope	Floria	Burgard	Not sury / I haven't heard of the Consumer Care	4	Not care		SXX power poverly No		There should be no increase in costs to consumers.	,	East assembly for outdomers is shall and all power compares to give a tissic cost per EW on the assembly, so sindumers can compare more easily. Out on if fixed term combinists so overall more competition.
From the property of the prope	L	w890	Tes Sections		Yes		Cyrian 4 No		Clyston, S is betser		
From the property of the prope	Sects	Chin	No	No, we believe all the parties consumer guidelines chould be made mandatory due to introless not consistently observing the audielines auditided, the feel this will have consumer; interest.	THE	We also believe part 9 is very important and should be included in stage 1 of making guidelines mandatory	Cyclon 6 is the best. No.		Option 6 is the best min as it will lead to comprehensive protection of concurrent.	If making all parts are cumbersome, suggest split parts into 2 dages and intertpart thinto stage 1	About whether there is enough competition in the electricity retailing market
From the property of the prope	Judith	Giddy	Not sure / I haven't heard o	Have not received any info from cupplier regarding our plan or power usage.  d	THE						
From the second process of the second proces	geoff (	Water	The Consumer Care Postdahman	Named connection: Confucian for everyone of building offenses:	No. care	The many examples of disconnecting medically dependent customers:				This convers is not and should not be a usbit their or a full review.	traditions or connection and businessures
For the first properties of th				No, the Guidelines are not during what they're supposed to at the moment. The Electricity Authority's own review showed that		No, the other parts are also very important and the Birchnolly shallholly should commit now to making the PLEL set of buildnines				Please go alread with Option 4 and commit now to manufacing the full out of the Guadelines. If the work must be done notwo Clayes, please include Part 9 (fees and bonds) in the first claye, that it is important that you commit	No disconnection or reconnection fees. This putting geople on higher rate pre-pay systems. Again, it is never obay to let
Property of the content of the con	Lady	Summerfield	No.	intains: see's away following the budefines. If utilizely effecting awage lives, the Shedolpy Authority should make the budefines mandatory and strengthen all protections in the Concurrer Care Burdefines: as fast as possible.	No.	mandatory as soon as possible. If this work must be done in two scarches, their Part Biffers and bondly should be added to the list of powrite areas.	Only Option is provides the prohibin-concurrency need. War need all parts of the duidefenses.  to		No. 1 prefer Cyton 6. Piesse sammit now to making the full set of Guidelines mandatory.	The Section of the Control of the Co	companies genuine people for their financial cituation or dependency on electricity. That is not taking care of the mass of all people in Autonoma flow Zenfand.
A	Hamadi.	Thorston	No.	Asserts electricity is not the expect adolyto set up, and other it can be difficult to across the information required to make informed decisions or inconsisting for your weighted to do so a conditioner. If concurses care called the solution for government for them as beingfully and healthly serve their customers who rely us the service they are	THE	But the other parts need to be mandation too, otherwise some harm is SIII blairy to easier through mistakes and task of information. Leting provided.	The paper compares throughts came understanding of the publishes encores information maked by conserver, successed, trouting guidelines as assisting publishes in consideration in consideration in consideration in consideration and the publishes publishes before pure through disconnected or pure of the plantening above without No.  Assistance of the Assistance and		There is not cufficient protection for consumers under against it, meaning there will still be space for harm to consumers. Option deview if it does mean non-wood feel it will mean access is not difficulted to be great a degree. We all need access to electricity and protection to ensure it cannot be disconnected, priors cannot	More protestant for consument is required, enforced to grown companies have trafibles them. Protoclarly protestant/created rises which people are forced to access the to being grown.	Pinose patent people that are being expectly treated for being lower lawner. Earning disconnection and requirections free for people who cannot affect their block. Proce mixely people electropy glant are not made more expensive than pay monthly plant. Offerent households have different seeds and different abilities of when they can pay
Res	zachon	Brisen	No.	I personally have expensenced difficulty dealing with power companies and know other people feel the come	766	These publishers need to be manufatory to effectively prevent the greatest have			No., MAKE ALL THE CARDELINES MANISATIONS, as a concurrent feel organisately at end, update 8 is not sufficiently pathetion for consumers.		Ean disconnection and reconnection fees. Make prepay electricity the came price as pay mantify plans. Publish quarterly deconnection data publish.
Res la	Anya	temp	No	No, the Stadelines are raid covered by defineing filter offstended adjustment. The Stadeline's real process showed that state of the Stadeline's real process showed that states are real to state of the Stadeline's real process and an adjustment credit. These long of the process part for adjustment and an idealized an extended and the states produced to realize and process part for adjustment and the state part for the states of the state of the state part for the states of the states	THS	Note, but the other part, used to be exhibitory bin.	One 2 and for draphing significant the pulsations could still be included, their free table to make table. Offers the other significant the pulsation of the other significant through the could be improved to make an accommodate to the contract to the country of the contract to the country of the country o	. :	Cysion Sizes out sufficiently priced consistent. Please commit make a making RE guidelines mandatory.  If you need to altituicities in two stages, please ald Fact tylese) in the first stage.	To option of	Place point pages who are long product for long pass. The disconnibite and movemed in the who pages consist effects pay the Min. Place are seen in this page of policitists, best by many low vision branching on more requirement that pay mentity gaves training, pasted in pasted of disconnibined disciplinating pages.
Res la	Rayon	Aldridge	No	The Concurrent Case Guadelines connect defines on their purpose and intended automost if the Guadelines care not computing. This does not copped for protect concurrent, and cases decreases have. The theodody activately should connect to making manufaciny and strengthing all protections in the Concurrent Cases Guadelines, as fair as possible.	No.	No, ALL parts of the concurrence guidelines are important, and the thirdness purpose you connect new to making all tradelines consolitory as quality as possible. If it is not possible to direngther all of the guidelines, then part sine chould be abbeinto the list of princing news.	The Electricity Authority double make mandatory all gasts of the consumer care guidelines. Only option four model actually support and benefit consumers and one for the west beneging and protection of outsideses.		No. Options 1,2, and 1 are toothings and weak guidelines that don't support or protect the consumers. I profer and support option faus. Please commit now to existing all parts of the Consumer Care guidelines manufatory! ()	Na, agrisse four a climarly the must purch soldier agains.	Ex. Succiding and disappointing to discover that power companies can take advantage of people who are struggling fiscancing, and operating analysis solved the first large poor. However, because of excellent people in the extra first large poor financial people and inclined in the extra first large poor financial people people filtre first large events that present that people and extended used by leave recomme people and furnities. It is a make importance than executing by page plants. To have more toxing-sectory and occurrentating, publish varieties of successful people and occurrent peopl
Residence of the second process of the secon	Sophie	Crawford	No.	The Electricity Authority's commones shawed that instalent are not conclidently following the Guidelines. That is causing from concurrent. Prison assemble one chanking the full of of Guidelines mandatory and montatic compliance. Separating from represents as a strainer, then is not good communications about what power death would be letel, suited 50 year household. You not not have also followed for a section of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of the control of its waterbase among the control of	YK	As a base roomson paint 3,6,7 and Ears expectely but more gast could be manditary too.	Oppose 4 will define the best protection for consumers.		Option 1 date not cofficiently potent concurrent Proces commit to making all the Guidelines mandatory. If you need to action that in two stages, pincoe concater add that it (feet) to the first stage.		
Astropolity         Set         Set         Management of the properties of the properti	Abby		No.	It's concerving that retailers are not consistent in delivering on their promises to codument, causing great have that can be availed. This is based on their later of your review. I all that you connect to making the full set of Guideline manufactry and montat for entaining the full set of Guideline manufactry and montat for entaining the full set of Guideline manufactry.	Tes	BUT the other participed to be mandatory tool	Option closeds to be implemented by protect concurrency and prevent further basis.		Cytion 3 K not sufficient. Cytion is seeds to be implemented to protest concurrent. If there need to be copy to the implementation, please add Part triffee() to the first stage.		
Fig. 1 style	Briana	Culties.	No	They aren't meeting the outcomes because they are not computerly	No.	All of them, they should all the computatory	Cyclass Eard Eare more beneficial than uption 2. They are better able to guarantee for energy for all consumers. No			No, option tils good	Ean disconnection and reconnection feet tinsure prepay feet are not more than pay monthly feet Quarterly connection data should be auditioned.
s de la contraction de la cont	Gabrielle	O'Connell	No	Electrosty is becaming more and more walfundable with this economic criss. Payen/wars should be informed of cheaper alfordable actions used those requires medical treatment double not be disobacitated.	THS.		Option three, to diffegued those who are disablestaged in soldery, medically and financially.			Publishing this knue more in solarity would belymore information on the guidelines	
In the state of th	Andrew	Shaw	Not sure / I haven't heard of the Consumer Care	4	786	Nowwer, when a sustainer capic up or is demend a contract (part of this can cause a working effect acit becomes harder to find a country, and the with a find order consecutive a brook of	Cyplos Cis best. No		Option 6% better. Making it mandatory. Part 6 is missing from option 1 and needs to be included.		
s to general teaching teaching to general teaching	tio	Ranck	Pandahaar No	I think all the concurrence are guideline careed to be mandatory as soon as possible? The freedomy furthering (converse dissociations are not associatedly followingle) positioners. That's Gooding had offered to increase the respective and are protected by the control protecting freedom (and only the control protection freedom (and only the control protection freedom (and only the control protection freedom).	Yes	This builther other parts seed to be resolutionly bio.					Prizes, place do all you can to protect people who are bring peopled for being pack. People this disconnection and encountries for white people can fail from the year list. People we never that people price to many just be passing to encountries. The contemporary that year lists people people people people people the people peo
In the Processing Agriculture of the	conta		We	gadelnes mandataly.							
wordly off platefers (III.d shall-be required) to be the appendix to the appen	Henry	Buges	No	No, because BBs of retailers aren't following the guidelines: This means people are not extending that sensor from their retailers.  No. The electron-selectric retailers are a followed by electricity.	765				No, because it doesn't ensure the protection of New Zealanders, particularly the financially vulnerable		
The second part of the control of th	Laura	Stone	No	To concurrent. Proper cammer color or making the full section color making and memory completing statement, "Making Country and Country and memory completing," This is not the rate concurrent and concurrent with proper and the engineering of engineering fully. There is no advantage for retainers to provide these monotify just advantage that the enabling is to define expositions;	786	The stiff participed to be enablishing too.	Option devoid be the anily visible option to printed concurrent and ensure that electricity on Y tillen away from people unjustly which can lead to service have		no. option Educe not sufficiently protect consumers, please commit now to making ALL guidelines mandatory if you need to action that in two-stages, please add part 8 (fees) in the first stage.		Frace has disconnection and monomized feet when people can't allied to pay their bills. Proce encore that propa- erischtority (seed trained less come inhousehold) is no more expensive than pay monthly plans. Precess publish qualitarily disconnection data (including prepay)
	zutah		No		THE	tes, but the other parts need to be manufatory too. Just one	There are no describts under option one and two, nection regard, option 8 would be allay, do option 6 or year're a sprantees.		No. Option 3 does not cufficiently potent consumers. Privace committees to making ALL the fundations manufactory if you need to action that in two stages, please and part 9 (fees) but the first stage. On this or your a basis	Make You'd manifolity and end discontection first, Princerosassion	But Disconnective fees and enconnection fees, make sure that project is no view respective than pay morthly plans and phone publish quarterly disconnection data including project, purere assets.

Design Fig. 1



										TE MANA HIKO
		Q1: 0o	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: Do you	a agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to consumers?	Q2: What do you think the benefits to domestic consumers will be under options 2, 2, and 47		Q4: Do you agree with our preliminary preference for option 37	Q5. Are there any other options you think we should consider?	QC: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint same	Last name	Response	Can you tell us more to suppost your answer?	Response	If no, please tell us what parts of the Guidelines you think prevent the greatest have from occurring to concurrers.	Open Ended Response	Terporae	If no, please tell as whish option you think is better.	Open Ended Response	Open-Ended Besponse
Levina	Plack	No.	Only 88% of power companies follow the Concurrer guidelines which is negatively impacting concurrer's lives, constitutes detrimentally as people can trly an power to keep them allow.	No.	No because the othercare other parts are ctill very important and could cause harm and need to be mandatory.	Option four because I and 2 serviceough, Option's also diseast's address all of the financial haves to consumers. Option four in the best because it addresses all patiential harms to consumers and it ensures that power companies failure the guidelines by tax.	No	Option four is better	N/A	
Ohris		No.		THE	All Consumer Care Guidelines need to be mandatory, exit just these parts	Clyster 6	No.	Cytion 1 does not cufficiently protest concurrent Please commitment to making all the guidelines mandatory if you need to action that in two-steps, add part 9 to the first stage.		
nda.	Madada	Not sure / I haven't heard of	4					manazariy in you need as assout stack in secretary, and park it as one into study		
	Paraeta	Guidelines Not sury / I haven't beards	4							
Blony	Whitehead	the Consumer Care Guidelines								
Katheye	Taylor	Not sure / I haven't heard of the Consumer Care	f I was unaware that there were these guidelines	Not our		Ethey should all be mandatory	No.			& Drown without more in depth research
Ons		50	The law user daily amount is being removed and the energy companies are suppose to reduce the listh rate. They have 1, it has	Not our						
Famous			People are being documented because electricity is unaffordable. Power companies are making record profits white cost successing profits.	Two Control		This artes full art from suching trade artes for millionis the next second from such trade arter and a contract.	Tes			Constitution of the Constitution of Constituti
			nonecong prices.							
Paul	Hesher	No	The Electricity Authority's explained that retailers are not often fallowing the duidelines; thereby causing have to customer. The Electricity Authority should convent to retain quee all protections in the Consumer Care duidelines happen as fast as possible.	THE		Consumers need the pratection of all parts of the Guidelines. Chily Diption Eprovides this.	No	No. I prefer Oytion & Pinace commit now to making the full set of Guidelines mandatory.	Please go alread with Options I and connect new to mandating the full set of the Guidelines; if the work must be done in new tages, gives an include Fact 9 (see and bonds) in the first stage, but it is important that you connect new to mandating the last set of dundrines control this count to entire in full set. There are also other connecting counter in sec. The require upper actions. Please investigate and consist on the following counter in a connection of the production of the following counter in a connection of the	
									possible: Disconnection fees Propaygrans: The lack of publication on disconnections, including propay disconnections	
tiga	Mark	No.	Guidelines are just an advice, but not the rule that power companies have to follow	Not sure		option 1, but 1 sits would like power company to be able to other end time power concumption and also incurred out or outstanding delet. I think this, should be installating for every power company collabilities considering for the power deleting for every power company collabilities considering for every power deleting for every deleting or everyth to active the provider.	Tes.			
	Malies	Not sure / I haven't heard of the Consumer Care	4			during free hound or winds to another provider.  Option 8		7/N question confusing Lagrer with option 5		Line charges need to be neduced, especially to incredivise use of salar power
Norman		the Consumer Care  Duidelines  Not sure / I haven't heard of	4	THE		Oyson I	Tes	1/N question confucing 1 agree with option 5		Line charges need to be reduced, especially to incentivious use of salar power
à	2	the Consumer Care Pundahour		Not care						
(REDACTED		Not sure / I haven't heards	I think the guidelines being voluntary tacks any power or consequence. They should be mandatory if	THE		Trade for option 33s avoid the ginor rices and 3s facus on the most vulnerable	Tes		ou tin happy with the suggested priorities becoming mandatory	act sure
Heavy		the Consumer Care Guidelines								
Melius		No	The guidelines are valuntary and there is no pessity for non compliance. Larger companies are probably failing on many points egit building continua enterpropriate into a definite when contain subtination continue and interpretate for furface in processed.	THE	Assuming the guidelines are to be mandatory then 2, 0, 7 and 8 are key to preventing harm. Another important aspect is transparency e.g. of you only up with an entire x promotion but cancel within a months then you will need to repay a datast plus interest. An fire can book a study less that to they compared to the cancel	Depending on your analysis relating to invariant social (social slightly more social than under option 1), my chaine is Option 1. This increases the EEM power factor when monitoring and provides equal opportunity / level playing final for competitions copyring electricity. Concurrent would benefit refer anceses in Strangarders.	Tes	Pinson refer to my QE arrows: White keeping cods down for all its great idea, analysis might show that same can afficial to pay a bit more or support others with a persent donation. There must be ways to enable	1) No one person should be documented because they are unable to pay or cannot affired to pay. If itsiabling dest chould not be an option e.g., buy now pay later it is supplied to add be publishing district, relating to	Contract transparency Trips to save power e.g. use your dryer between these times and save
		Not sure / I haven't heards	entang panana renamanya, ana a mana menapang amanang prope ana antena saa ari ari samangara.		Interest. All feec and bonds also fall into this category	e tangareng.		chaice for the customer but the starting point is a level playing field.	morniscrency lassus son root annual in an Eura new investor and no found an one soul out of Learned refer morniscrency mentioners in robbin common narrow.	
Miles	Microsoph	the Consumer Care Guidelines	Did not know the guidelines existed							
Kate		No.		Not care			Tes			
			Not I am sad to hear about the struggles people hose paying their electricity bill due to disconnection charges and re-connection charges. This takes people further into debt. These charges can be high for a minimum of work that the electricity company needs							
treke	Riley	No.	Not. I are cold to hear about the scraggings people have paying here electricity bill that is disconnection changes and in connection.  Augus, This Clade applied further that all the the changes can be legal to an internal and and that the electricity company of the left and its company of the left and its company of the left and its company. In contrast, the contrast that it is sufficient to the left and its contrast that company of the left and its contrast that company of the left and its contrast that company of the left and its contrast that contrast the left and its contrast that contrast the left and its contrast that contrast that contrast the left and its contrast that its contrast that and its contrast that contrast the left and its contrast that i	No	The guidelines are there for a good reason. All aspects of the guidelines are important.	Cyclon d is the way forwards because it offers the most protection to all people.	No.	Option 6 is much better because the electricity companies have a responsibility to their consumers. They can occurrence taking and not give back. Care for consumers is nequired now.		The is the BDT Taurags and an upset about the highest energy part of the of electricity price in N.T. As the moment we are the highest is the sountry. This is not just. Why should we pay a higher price then this labelse or Namitbe or Auckland — I can alked it but defen can sold.
			terms, more series while, do their orbidows and se the their piece. This guidelines shit orbider positive relationships with dismets consumest, maintain their potential to access and affiling sacrative industry supply and minimize havin. The guidelines are not affered to. They are voluntary and eved to become computer via soon as consider.							erone a sua sonero GAN 605
			ая под автечно во ттеу ат плантагу ана тема основного сотрологу ас соот аз разовот.							
								Option 6x the best option. A pretininary preference for option 8x ince, and option 8x index better than option 1 and 2, but there is genuine harm which will not be addressed by option 8. Act have already outlied, outlier to option 9x Act have already outlied, outlier to the option 9x Act have already outlier to the present of the pres		
					No, I believe all of the guidelines prevent harmfrom occurring to outcomers. Lagree that the parts highlighted above are critical and should be under some force; particularly better other contributions and investigation of the other contributions are all fundables as a second of the contribution of the co			Oppose the the selections appellinate presented for applications are admissible to a consistent of the selections. Applications presented for applications are admissible to a consistent of the selection of the		
			As simple guidelines, they task the trenth and enforcement power to actually stand up. In a 2028 review, half the retailers (48 per		No. Taken will distinguished provide the form committy includency. Taken that they are highlighted ables are strictly and format and the strictly and the strictly and the strictly are strictly as the strictly and the strictly are strictly as the strictly are strictly are strictly as the strictly are strictl	Cyclon dix the best. Option 1 leaves all the potential and already accounting harm unaddressed, which is not feasible. Option 2 is too bothless to dis		and Maon communities, to be exploited. Part disonance the ready availability of key information. Without Part dias a mandatory requirement, companies have no obligation to communicate key information, such as		
Mia	Mensel	No	cont, serving use in three households) either admitted they did not fully follow the Suidelines or did not even regiond to the Electricity furthorsty with a set assessment. SBS of the electricity companies not following the guidelines or not even responding	No	not even understand the full implications of the electricity companies communication because of a language borner. There are also miscove potential for economic exploitation in First 9, which could be very harmful. If companies are allowed to charge large	Option tils the land. Option 1 News call the potential and already according bases unabhitected, which is not the stollar. Option 2 to take statistics to an arriving a representatify them has been a member till different som and complying. Option 1 to 200 js the regist attacks, but does not after the procedures requested by preventibles and and epitions, and resident after a support already to a statistics, but does not after the unabhitection and resident to the support and an arriving to the support and	No	price differences is plant and why acustomer has been refused. This could lead to customers being conned into expensive contracts when there would have been acheaper option. This again would affect lower-	Nager, darfor options E.	I would like to see disconnection and reconnection feechanned entirely. I think it is amost and orselt a punish people for being poor and unable to all surgicious with more financial handship, and to mention the handship of bring without power. That is a reconstruction of the control than because they have been been been been desired.
			with a cell-evaluation is apparing. The guidelines are, well-meaning, but tackhess and weak without proper entonoment, and need to be coverghesed to the up to their intended purpose and outcomes.		feet for random things not related to the electricity supplied or the distribution sensors provided to the outcome, like abreak fee or reconnection fee, which are immersely harmful to low-income people. Althought the above mentioned parts prevent the	unincreasing. Here it an appartunity to address much more have, and it would therefore be tody not to commit to the written of forw Zestanders and prox.  option 6.				That as a sansigst seems, ridications to me and I would like to see these feet absoluted.
					most obvious types of have, great harm can still be caused if other parts are left relaxed and optional. Ass parts of the Concurrer Care Buildelines must be made mandatory.			animinative social socialistic contenting columnics, another to resolve superpartmenting areas nature income individuals. Without making Part 20 mandatory, howes the Electricity Authority able to guarantee compilator from power companies for mandatory purposes/Int colored net that Part 2014 could be enuring.		
								commission and control transmissing outcomers, among the control contr		
								Make Stream,		
Mary-tane	Monaghan	the Consumer Care Guidelines	All Excount stack its difficult scengage with either of the power companies I have used in New Zeoland. Concurrer Care seems to be a bit of a joke.	THE						
No.	Leis	No	These need to be mandatory. Electrical companies are putting profit over people consistently.	THE	But ALL of them are important and should be made mandatory!	Option (ix the only one that offers the needed-protection to consumers. The others allow companies to continue putting themselves first.	No.	Number Extitle only one that actually genunely protects consumers. Please commit to number 6 now	Option (it the best. Private go sheed with Option and commit case to mentating the full cert of the studence; if the work must be done in two stages, please include Part Offices and bonds) in the first cage, but it is important that you commit new to mentating the full cert of deadlines; please!	Piece-also look intis: Disconnection fees Prepay price: The lack of public data on disconnections, including prepay disconnections.
									subserver rate for measur und in commend rate are not or removable between	
										All bift should look exactly the came and have the came calculation methods and language so it is easy for concurrent to understand them and provide a price companium with others provider and provide clear and comple information about how
Syle	Falser	No	There is soo much energy poverty and handday in New Zealand. We need to take better care of our people and ensure a	THE	Peer and bonds is also important and most of the others relate to a greater or lesser extent to privacy, personal situations, and	Strong cupport and perference for Option I. Denot cupport Options I or Z. We need to strengthen the guidelines or much as possible to provide macerum support and one to business regulationally those meta-bushedols. We need to have the playing field, dame theory trackers or that those who do the right fring without a Strateckers; exemplifying one guide to be for improved readships; and a support new total from a strategy of the strategy of the strategy of the sold respective absorbing in a subject new total provided and the strategy of the strategy	No.	Option 6 If you can't do Option 6then Option 8 to an inferior alternative. We do not support Options one or two. CCG should be mandatory. Option Slooks like a quick fix but option 6 has greater protections for	The whole thing should be wandstay.	to seach, under companies on a reasonable mission priority for each structure of peaking from more remains under the companies of the companies of peaking from a companie
			LANGUS RICLIEVES OF LATER ANALOS SINE MINISTER LABORITY.		proposition or a second	thing without actions being mandatury may not get the best competitive advantage in an open market.		concurrent which is desperately needed in the current cost of trying and ecological crisis.		TIEST IN COLD THE COL
										energy as it extens the god-should be 37 MEET the maker rate for consumers - this builds received on capacity and puther or further timused recitient, renewable energy. Personal data should be owned by the individuals.
Mara		WG .	I have no complaints about my power company	THE		Benefits for subrecible consumers are important.	Tes			
Tony	Links	Tes								
			The intent of the guidelines is good. The EA's own research indicates they are not being followed consistently. This is likely in			Option 2: world but inadequate. This is likely to improve the situation a bit for some concurrent. Option 8: better but still inadequate, it should at least include Part 9: Without parts, 1, 5 and 12, how will the 65 know a retailer is compliant? This should help improve the health and wellbeing of poorer and		Option 6 is better, and it should include Part 50. Part 9 is as important as the other parts lided in Option 3 and if you don't have information disclosure, (Parts 3, 4, 5 and 20) have do you know the other parts are being		This has a sour to be seen to be a selected as a source of second second second and storage to a forest
Robard	Read	No.	The intention the guidelines is good. The EAV own instants into your not being failured consistently. This is likely in just because they are influently and but all to they are not action as they need table. As see mines to better remissions, electricative, the teachering causer for included, to dependence on destrollag spayler, increasing for pepiles. That requires many reportability from electricity retainers which in gard dated the provided as considered increases the relative computatory conduct.	No	Parts Z, G, Tanditare indeed important, but part trickles consistly important. The other parts relating to information and reporting are imported to innume that parts Z, G, T, I and Tare being complete with on not sure how they can confully be organized in practice	more vulnerable people which is important for copiety at large. Option it is the most verification but should also include part 20 or compliance can be writted by the EA. This will hely protect our poorer and more vulnerable people and provide data construct data (if it's done well) to measure the impact	No	effectively cannel out? I agreed this stuff takes time to do well, so a sheduled delivery of compliance to the various parts makes seece with Socus on the parts with direct outcomes (Farts 2, 6, 7, Eand 9) and then	ties. (II did this Option 5. Codify Parts 2 through to 30. Part 21s important for monitoring compliance to the other Parts and for providing information to other agencies. Part 1 is the Purpose, you don't really need to codify the purpose, you only need to codify what execute to be delivered which is Parts 20.33.	I think then is going to be a need to have guilfines around consume generation by goods of stronge by a butforce whether consumpty or as any lond the ability of a retainer or lines company to have partial control of buy back including from stronger a range park locals. For most per second source the land on the retainst and therefore avoid same infracturative build which utilizately looks to higher energy colots.
			тиле текропияння отка пенальну темпень меньто раз отказы ме рефонен на системен, технолог всего и котры мену conduct.			Open and the condeption. The control is present to make a left from present to applied to the control in the co		Option 4.6 better, and it should include PROTES PACES NAX Imposting to the expert listed in Option 3 and 6 pin do to Their information distance, PROSE 1, 5 and 50 pin do they be too the other pactics or long through some of the properties of the other process or any other process.		orfracturature build which ultimately leads to higher energy costs.
										Then are dultinger, when an any part of the quagin personnel field, for the primary part of contracts, through the relative has been part of the quality of the contract of the primary part of the primary part of the primary part of the primary part of the pa
			The guidelines seen good but the actual practice by electricity companies doesn't match the words. We purchased a new house							phoned Median again they were very helpful and affered to suitast PawerCo but weren't able to get through to them. They eventually suggested treate a complaint through the PowerCo website, which this, getting an admostra
Peter	Cowford	The S	in April, taking ownership in mid-oute. We had difficulty getting an electricity connection because the advanced meter was.  faulty: Even Commission staff were not helpful when we contacted the Commission for advice, inciding the house did not have	200	The other aspects, such and direct information and being able to establish an electricity account are equally important. Our issues	Outlant 6		There seems to be too much focus on vulnerable customers and not on other customers typing to establish an electricity connection to their house or resolving billing tissues.		respond in the next 28 working days. Three weeks later a PowerCo employee phoned advising they had no record of power cuts inney area and asked for details on when the power had gone offs. Portunately two of the power cuts had occurred on
			The guidelines come guideline of a sharely posture by relecting companies descrit modeline words. You pursued a new thouse hapit, taking operating in mid-law. We have distilled they give time a relection of unentant to because of an entity faulty. These connections distill were not in helpful when we constanted the connection above, you coping the house did not failt an absolution allows. In the exhibiting company for though quid a color and control for above, you coping the house did not failt the extent final allow follows giften were controlled with the revisions to bus greaters to intensifie the power con- trolled for the exhibition updates an exhibition of the exhibition of the power to be a shared and controlled the contr		with the electricity company are not related to our ability to pay or post bills not paid			an electricity connection to their house or resolving billing issues		dates when we had events on so were able to give them two specific dates. The roose was finally resolved when braken saidshigher was registed in a street bio near my house. It was broken, but the constactor was pushing it back into place,
			And province and an account served from and an citi waiting for detail on the revisions.							resolved, but concerned there seemed to be no ane-taking exposability for recording the power cast that yeer occurring or taking any effort to dop these accounting. If how exectioned in the various consecute of difficult vertices are described.
										connection. Vector theogywas been to readwe the issue with the faulty meter, but that process could only be instanted by a relater and not me as the future hame owner.
2000	Banco	Not sure / I haven't heard o	d I do see written notestal with monthly bill for those who are medically dependent on electrosty, but my company has enver	No.	The section I would be not all the sections of the section of the		Tax .			
.ee.ry		Condetines Condetines	sotioned or ouggested anythingto keep electrosity services affordable.		THE PROPERTY OF THE PROPERTY AND THE WAS ASSUMED ASSUMED.			-		
Guy	Smith	No	to my represent every intains are difficult to deal with and bureaccide; by vary of example, it months ago in the beauty and as tested in the year of years and a remark programme to the very include privacy sense and severed on the face of it is writte of much or any value to incomers but it exceeding to be an appropriation of personal information by Memory. Yes return or complete arrows and of them about this was extremely difficult.	No.	The parts of the guidelines relating to ordinary concurrent should be the most important. It is certainly important to protect values before concurrent, but results manifolds straight with earning monopolitic form that with autor day.	Anything is better than Option 1. The valuatory guidelines have not provided any meaningful protection.	No	I prefer Option 4, because it can address the difficulties faced by artimary New Zealanders in dealing with their energy provides.		The Buildelines should mandate pricing consistency and companishing, and require energy companies to provide all of their plans for conceners on the price conditions.
			information by Mercury. Trying to get strongled answers out of them about this was extremely difficult.		and the strong and another strong and strong					A law one price formation and
Sed	Budaran	Tes					Tec			
tooy	Price	No	Big Dalures from all on the afford ability requirement.	Yes		Cyrian X.	Tec		It would be levely if we could cap position as on point. Nother than the dose to "gove profit" - because that is always at the expense of the outsine lyudin.	Not core.
Thomas	Dy	No	No. the dubblines care not currently environing their intended dustraines. The Electricity Authority's care involve showed Stat. retailment are not consideredly following the Bushelment. That is, causing harm to consumers. The Electricity Authority should consume have to configure (making mandations) and disreptioning and protections to the Consumer care trade-level as fast it is	Not sure	Tex, but the other parts are ablovery important and the Bectistip, Authority should convent now to making the FEEL set of Guidelines considerly so come alpossible. If this work multile done in two transles, then Part is pleas and bondly should be about to the first of princip prices.	Consumers need the protection of all parts of the Guidelines. Only Dyton & provides this.	No.	No. I prefer Option 6. Please commit now to making the full set of Guidelines mandatory. It ensures grades protection for concurrent.	Prices go alread with Option E and commit now as non-distingtion full out of the Dudelines of the work must be done in their Otages, please include Fact in Flores and learning in the First Otages, that it is important that you connect now as mandating the full and of ducelines on the State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State of State Connection for the Prices in the State Only of State Connection for the Prices in the State Only of State Connection for the Prices in the State Only of State Connection for the Prices in the State Only of State Connection for the Prices in the State Only of State Connection for the State Only of State Onl	к
			possible.		to the not of proofity areas.				Dissonection fees Prepay priors The lask of public data on dissonections, including prepay dissonections.	
Lifty		Not sure / I haven't heard of the Consumer Care	•	Yes		Quine II	Tes			
		same tites	Relatives are no considered visitavene duratehnes. Please commit now to replace the fact of Q-relatives annufative and							Protect people who are being peoplicad for being poor e.g. bandoopenedical and reconnection for review their review Mont.
musketh	essa.		please months' compliance.	es.	very, was over some? plants need to be mandatary take		**	record services, to making NLL guidelines mandatory		Protect people who are being penalised for being poor e.g. blandoconnection and reconnection feet when they can't afford 50 pay, pergay X no more expensive than pay monthly plans; puglitish qualiterly disconnection data (including pergay)
		Mod many / 1 house/h * * * *	My experience of voluntary guidelines (in a socially different sector - se health) in that providers (generally but not always) comply		If you don't have consistently reported information you cannot maintar what the power companies do, and how effective those actions are in caring for, or preventing harm to consumers, therefore, it think that that it, information and records relating to					
Sylvia		the Consumer Care Guidelines	My experience of voluntary guidelines (in a Stately different cector - is health) in that provides (generally but not always) comply with what they MEET on, and generally evoid doing applying that that Tendeled. This also applies to reporting information that some management of a way with tacked an imposed easily with other providers, if that not computed you well. I don't know if this latter is a way that can be imposed easily with other providers, if that not computed you well. I don't know if this latter is considered in a state of the case for electricity providers, but invalid expect it is sould be on.	No.	If you don't have completely represented in the control of the Con	Cyrion En: the Best of the appears provided above, but is not sufficient. Part I must also be included to ensure the Electricity Authority CNN monitor compliance.		As above, Option 8 is the best of those provided, but is insufficient to SSSUME providers are compliant. Fait 8 is also needed.	At Above, Part Smoot be mandatory at well or parts 2, 6, 7 and 8.	I'm concerned that people who struggle to pay their power bill are charged at a higher case for their power. I know these people are higher risk to the company, but they are also the ones who can least afford higher charges.
			is one one revolvidly providers, built would expect it would be so.		www.nam, explaining bids concurrer, and power company, rights and responsibilities (in Fact 2), buth a document should include Fact 6, 7 and Eas above.					
			The audebnes are valuation which undermoses who there should be audebnes		Medical dependency thauld be extended to include curbaniers who use CFMF machines. Not being able to cleen and breathe	On not keep the guidelines at they are: the voluntary source of the guidelines proudes no incentive for power companies to comply. Options Earld II. Should be implemented, with increased outs outdedned by the companies, and minimal cost passed on to the curranner. Companies should be comented.				
Leonie	Simpoon	No	The guideline; are variantially which undermines why there should be guidelines	No	Medical dependency should be extended to include cultament who use CFMP machines. Not being able to sleep and breathe should be milluled.	Do not keep the guidalities a titing are "the visionary occurs of the guidalities provides accommented for governmental to comply," (glipson, tasself, under law in government, and introduced the titing recommendation of the the control complete child and the supplemental and in the control complete child and control complete the processor child facilities a social lineare to operate an Anteniora. They doubt the prescribed for one completion. The evaluations profit children in control children in children in control children in child	Tes.			
Michael	Mannas	Not sure / I haven't heard of the Consumer Care	d Gone Gilly agree							
	Enhance:	Paradializati		_		Mark was stated to the second state of the sec	***			We don't feel qualified to affer suggestions, as, to be based, we actually have been fortunate, and haven't encountered any
nuclii	Assertant	Not sure / I haven't beards	d	_			-			We don't feel qualified to affer suggestions, as, to be honest, we actually have been fortunate, and haven't encountered any problems. Fingers around:
Allan	Beard	the Consumer Care Guidelines								
Allson		Not sure / I haven't heard of the Consumer Care	4	Not our		aption 6	No			
		Guidelines								Electricity Matallers have necontrol over the rates charged by the local network companies, social network companies need to
Ray	Mets	No	Retailves need to make their billing documents clearer and Elencia all aspects of the bill and not just have combined sate. Let the concurrence how much is charged for billing, mater reading, etc	Not care		Clysten 6	No	Option 6 act dis not trust a self-governing organisation like the 6A to to-monitor themselves.		Electricity Retailms is have no control over the rates charged by the hard network companies. Local network companies need to make their "Dockscure Documents" more transparent and accessible and not be "burned" in their individual websites. A suggestion would be to have a webpage as the EX website specifically and cated to ALL Retwork Company "Dockscure Documents".
Lec-		Not sure / I haven't heard of the Consumer Free	4	THE			Tes			
-"		Guidelines		1"			1			

pasiscon rept



									TE MANA HIKO
		Q1: 00 t	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: 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?	Q2: What do you think the benefits to domestic consumers will be under options 2, 2, and 67		Q4: Do you agree with our preliminary preference for option 37	QS: Are there any other options you think we should consider?	QE: What issues that fall outside of the current Guidelines would you like to see us consult on next?
First name	Ladiname	Brigania	Can you tell us more to support your answer?	terponce If no, please tell screbul parts of the Guidelines positivity prevent the greatest have from exacting to concurrent.	Open Endrel Terspoon	Requese	If no, please tell as which option you think in better.	Open Endré l'Enquese	Open Ended Besponse
			White many people are fine with the current citization there is a significant sector of the population who are not well cerved.  These include people whose health is dependent on having good access to electricity, if think of my friend who need an	It actually does not make once to me that essential censure code as power are privational so that profit rather than service and	15 look i covered this in the last comment. While power supply is privateled sensor and validately are not the top privately for this service. They are required			Provinciation of this eccentral service	transtal services should not be with private companies where profit for shawholders must be made. This leads to the
Carl	Cowon	No	These include people in the best to control to the people of the people	It actually disc outmake series to me that exemital senses cuch as power are provided on that grafit other than service and viability is the economic driver. These guidetimes unfortunately need to be manutarry.	Think I covered this inthe last comment. While power supply is privated sensor and validity are not the tap priority for this service. They are required to work at a profit. This cristies a sersoon where the end user (sansumer) is at exist. These guidelines are mandatory.	fec		Production of this excential service	sounded enview cheard and the with private companies whose profit for charakterises must be made. This leads to the charakterises we have to ensure 2001 of the population had considered copply. Private abonate we had prior to the charges brought about by Regimentatio.
			power. They get extra colds for reconnection if the power is disconnected, which further exacetable; their poverty.						
Bluck	Newburgh	the Consumer Care Guidelines							
PM	Lythe	Tes		ns .	Option 8	Tes			New ways of generating electricity must be climate freedly
Sucan	Booley	No	Electricity is unaffordable for law incomes. Those on prepay contracts pay a higher rate and can get out off more easily.						
			I Don't know much about the consumer care guidelines. From what I have heard in the media- its voluntary compliance from						
		Mod curs / Elemen's based on	I Don't their works about the sinemer's one publishes from what it have needed in the media in the insulant for constants complained from retailers and most if the sides's recent usingly. Rome present insulant expenses one when India sources of of character sections on opener stages in sould have thought the company I wan with sould have grown on come should indicate intrough excelled or the app but there was noticed by providing in our the app toxic daily and heavy straige! I put hippered the wind the app and noticed (I) a weeks of II by this capity sould it had not gene into the app toxic hardward of an another fire weeks.						This fair the same consens of the of their consensation, a configurate of them is a province surprise to consensation of the other provinces.
emma	confed	the Consumer Care	<ul> <li>entail or the app but there was nothing, (expecially since the app tracks daily and hously usuage), I just happened to be using the app and noticed it (2 weeks of it by this stage) and if I had not gone into the apply wouldn't have realized for another few weeks.</li> </ul>	tot cure Universitie mandatorys don't have faith that providers would follow it	aption 1 or 6 would be the only aptions that concurrent would benefit	Tes			I think that the power company's chunch have an exposibility to notify you in there is a nacone increase in your power committee you necessary to the power committee of the committee is a fault we can cost it before the power bit becomes to high cost of commone is presented your often one of their can modify their scape of their are able tool.
		- Contract	against industrial, a series in the growing amount had the generation of any analysis in advantage and an advantage that is a series of the series and an advantage that is a series of the series and a series of the series and a series of the series and a series of the						an exempt of title from a conseque of European confine breast make the arrest man arrefle is mad the other men
Emplys	Janes.	No.	Find the gover bill hard to follow what parts are computing payments, which variable and what other plant are available that would have making up to a companion ofto to associated information out. Expectally software over a certifing power-label to the gold and ofto other appeal for in our power of what lever pint is provided in a state of the provided and other states.	The part about medically dependant curdament allows incidence on a medical certificate to verify dependancy on power. That is our constant therefore exent bough we have a family member dependant on an electric wheel than we rever they through the hoops	Option four	Tes	Well they have not managed it well by the methes have they, it needs computions, enforcement and transparency.		It is all about cost cowhat options a concurrer has to bring the sast down, by out the plans in plan english sa informed
			power back to the grid and the rates are paid for our power vs what we pay for power are outrageous.	to get that noted.					
Kathy	N	704	I am with Contact. My expenses is they are open to looking at different ways of packaging electricity. As a low user of electricity, I am not always eligible for these, which is a limitation.	My difficulty ict amnot is the position of having difficulties with paying the bill. The company distabute me recently - when it has my tagest bill that I could dissuor with them payment options. I am always aware that they have reinstructed a standard payment	way to make exceptions without things being mandatary, internationalization means other countries often have high ownership of same of our commander, so this could impact implementation if pudefines are valuatary. The voluntary outpook have not been fully implemented to date, and all	No	For years electricity has not been a level playing field. Bulg companies, pay less.		Would have you've want with the processor core of a professionary payment discount versus free hours of electricity. There is a lost of citizenes in the former, but the benefits of the trater manify work for large households and so we, lead to a misse of power as people use the appointment so state the opposit.
				option.	companies have had time, but have not provisiond this.				acpeople use the appartunity ta utilise the option.
			'accessed only server that are affordable' research engine on. Bestotoly companies (retained) are only work with the cost from the cover on the cover on the server generators, between exacts; but schole downment as werd enterprises. The priories also dependent on the downment between the cover on the co	See previous arower, although these sections help, its the overall price gauging of wholesalers & gen-tailers (benession &				No, it may hely a few people but see previous answers acto why its mostly ISS	Incorporating the triengy Stategy & structure to active vectors cupply & fair priors & fair profits with the least bureaucoxy &
	-		transparent contracts, profits & returns to shareholders (including government), anything done in the "consumer Care Studetines" contracts in Profit or Consumer Care Studetines'	Metallers) that causes the problem.				and and any a bade agree to be agreed as a second as	incorporating the trange 1904eys & Shutture handhieve online copyly & fair priors. & fair profess with the least bureaucrasy & include a review of all generation options in the strategy (encourage public debate).
Martel	Margan	Tes.	space is a usualis simulerances.	ns.	Tyrefer option Electrone learning the guidelines valuntary sould lead to some failures to complywith them.	Tes		AN A	
Kate	undleg	Wes.							
Richard	Pitigeoid	Tes		ns .	Cyron I	Tec			
Dee		Not sure / I haven't heard o the Consumer Care	4	ns .					
		Guidelines							
Seula		No	Not all power companies are following these rules and only do what outs themselves.	ns	Option Its acceptable, but I believe option 6 should be instituted as sace as possible once option Its in place, but not at the cost to consumers as this will just be an exacento sharpe excellent priors for customer customer care which should be a prostly for their cansumers.	Tes		I think that especially in their body economic times caution should be applied before same are gets disconnected for non-orizin payment. More care needs to be taken that none of the value oble are put at risk and different payment agrands or place formed even if a temporary reprise for the concurrent.	ent. As I mentioned in the previous question, those who are in a place of need and cannot afford full retail prices need to be given a repriese or smarter option to cut their bills.
	Hull						Prefer ogsion zwith dowersment assistance for power costs of the most vulnerable separate from the		There are some areas where continuity of copyly is under threat analysis there are brained options for copyline making any pactive impact of competitionings existance. There is also the question about him to wish fairly with those who can copylinent copyling with state.
Maree	mint	-		The state of the s	increase power cocts for what is known as the squeeced modifie. Option 2 at least will make things consistent and clear	No.	Profer option 2 with downwent assistance for power costs of the most winerable separate from the power companies.	women non-morning reasonabley requirement about carbitrag-power diff or reholding to supply	procure reques or competition not excitance. There is also the question about how to work fairly with those who can supplement supply with salar.
			The Electricity Authority should commit now to sudfying (making mondatory) and strengthening all protestions in the Consumer	The, but the other ports are also very important and the Shrolistip Authority should commit now its making the PLEs out of the deletion manifoldary is come as possible. If this work musclide done in two transfer, then PAIT STRess and bondly should be add as the Social of priority work.			No. Lanfor Sultan G. Pisson committees to making the full set of Guidelines mandaton.	Fixes go alread with option 1 and commit new to mandating the full set of the outderless of the work must be done in the stapes, piece include Part 1 (feet and board) in the fixet oper, that is important that you commit new to mandating the fill set of mandatines conflict this count is adopted in future. There are also determines that require vegerication. Prices exempting and consult on the following source as come as consider non-considerable five Personabilities of the fill and additionabilities considerabilities included and additionabilities considerabilities. Included and additionabilities considerabilities included and additionabilities considerabilities.	
Landa	-opey	mr.	The Electricity Authority should commit now to staffying (making condition) and chengthening all protections in the Concurrer Care tradelines afford as possible. Also investigate under disconnections and propay prices which we harming transhible on lowest makings.	we want to mandatory account a possible. If this work must be done in two bandles, then Part 9 (feet and bonds) chould be add to the list of printing areas.	w summers were one probestion of all parts of the Guidennes. Only Option 6 provides this.	No.	no preservey box 6. Proces commit now to making the full set of Guidelines mandatory.	news or remnancing over any view waterines contact this cannot be designed in Subare. There are also other consumer issues that impose urganization. Please investigate and consult on the following record as coon as possible. Disconnection free Propayance: The lack of public data on disconnections, including propay disconnections.	
			The advisories analysis account or decreased in Thirt advantage consensations or built assessment and more exactly Parlament						
			building more generation means more profit. This is counter to the sharbat electricity is a basis need, as it tends to extract the maximum amount of profit possible from people rather than making it as cheap as possible. The high cast of electricity reduces	No, I can't agree because this needs a scientific study done to actually find out. My opinion (or anyone eliars) on this world make					
Serry	waldi	-	building many generation relact notes polds. This is counter to the idea that electricity is a back ment, as it tred to establish the maximum amount of printip position from people scatter than making it as cheep a populate. The high scale of electrolly related in exposit, we define ply website give a relation ment for in the anti-time, as one greater ment and under a character and of electrol ment and in the character and	any difference as to what's true or not. Fund a quality scientific study and you'll find out.		105			reviews makes priving, which doesn't seem to be 15.7cr purpose (see my previous commercis).
			being EE for purpose.						
-					Option Services and evolving town. Option 7 would achieve time, and are more repensive. Options 2 and 5 are not recording for the benefit of discounts of the services of the services of discounts. And would fishing to consider the services. Twey also parts entanglished underly additing 30 services that there continues, and considerable field to 30 personance operated aboutly but it experience when being the deal with the basis, where organizations that are supposed below to place the continues of the services of the services of the services of the basis, where organizations that are supposed below to place the services of the serv		I think that the current approach is working. Therefore, I see no reason for change and prefer option 1.		
-	moory	-			the government-regulated abound by that respectence when trying to deal with the banks, where regulations that are supposed to be for my benefit are most decidedly to my detriment instead.	_	Time out or service approach someting, mercure, time ou reason of charge and print upon a	NA.	and a
San	Holyaake	Not sure / I haven't heard o the Consumer Care	4	No. or	They seem very constituted to me. The more thank to me is take facts all concerned.	Tes		Ornater monthusement for those using solar panels and returning usualed to the and.	NJ.
		Guidelines							
			Typical for the control of the contr				Option 6. Any leeway given to a a commercial entity will see only the required mandatory items.		I Bringback the bine wore power plans with very low daily change cates. I Publish a mandatory Feeder Tariff (FTC) cate his existing the update of oldar properly. Mandator a HTT cate of TaTS of whatever the bins change cate for powers for the existing cate for powers for the existing cates for powers for the cate of cates and power for the existing cates for powers for the existing categories.
Street	Person	To .	day sharp and clied the government at the responds them doing sat Equate. "At a low-user, you may share that the Government began a phase out of low fixed charge tariff regulations. This is the main responsibilities the increase you'll see in	There's a lot of "should" distance rickers. The sower company disercit actually have to do any of it.	Dation 6	No.	implemented, any optional items will not be implemented. This is because if any optional items involves many cost, and they implement these additional corpora but they competition describ they will be	Errog back the low user manufactory power plan, the removal is have the exact effect and many other predicted, increasing power price; across all of NE and the promoved balancing and reduction of power price; for those on	exclusings the uptake of color property. Monitors a PTT role of 10th of whatever the MRN charge role for power is for the relation, and increase the RT to 75% for any outsines with solar battery disrige equal to a minimum amount of characteristic.
			your daily charge other benow. " That is reduced, the staged enhanced removal of the maximum daily charge for loss power search does NOT make it manufatory for power retailers to raise the daily charge and this was made clear to power companies. That is				disadvantaged. Thus they will only implement what is mandatory. All the power companies will full into this practice or only implementing what they must.	Righer user plans has no accurred.	at least maximum approved generation. Example, 9.2 VM color max production (at by the maximum output of the somewhell severated) enqueries a summound of 3.2 VMS stored battery capacity as get the RT call of 17% of the prevailing XMM change cook. Within vary set strongly encourage is some generation and online state very plantation.
			retailer.						minorally are savingly remainingly minoral generation and make solar very account.
Susan	Poder	Not sure / I haven't heard o the Consumer Care	f I was unaware of the guidelines. From my dealings with power companies I would think that the guidelines are not delivering on	ns .	15 has option 2 in the better forthe 6 options as it will increase understanding by power companies without adding additional costs which will be passed and containing the participant. The first transfer to be black to increase understanding and increase the authorized	No	Option 2 is the Better option as it does not increase casts to all.	s can not think of any other options at this time.	I am not well versed in the guidelines but I think is it important that Power companies continue to invest in infradructure and angoing power cupply from a renewable course that is not focal fuels.
		nundetites Not sure / I haven't heard o	4		And the relation of the second				
Revis	Presidency	the Consumer Care Guidelines							
200000	Nenak	No.		ns		Tes			
zuha	Máry	No	I don't believe the suppliers are proactive in ensuring outsidest are on the best pricing plan.	Not care		Tec			
			Power companies make it wey-difficult to contact their customer support directly by telephone. Name provide for a web chat senuce but not everyone has access to that and while the chatlot runs the interaction time is wasted getting to something close.						
			to the real grablem. In most cases a problem could be salved quickly with a timinute convenzation but it seems to take in my experience over an hour toget a real person on the end of the phone. This is not promoting a positive relationship. As to		Cyrons E - Voluntary guidelines do not work and where profit is the motive for a business to aperate (a recessary motive a scorpt) voluntary requirements will be opsered when bonus's are under counting. However a computory guideline needs an effective enforcement regime, one does not work without the other.	4	as previously noted - Option it is preferred. Quidelines have apurpose, making come mandatory and some valuetary creates the area agent for application. Otherwise area hour comments cover not response why	Companies that provide bundled drain which involve trincommunications need to be bound by the felicommunications disputes follows: Currently that is an optional matter for them and their provision of communications	
			reconstruction content of the conten		the other.		voluntary creates the grey same for application. Otherwise previous comments cover my reasons why	Compares and promote columns are an extractive for extractive to the extractive to the extractive of the extractive to t	
			eat accounts in this regard (not even close) and so is equally unretable due in tage part is support to the deliberate obscurity in the different power companies prong models.						
zacqueline	Lewis	No	Law trying to compare different providers, but the way the billis set up and the differing methods for calculation are confusing.						
(REDICTED)									
Barry	м	Not sure / I haven't hearbo the Consumer Care							
an .	riester	No.	They do not fellow them, and when they art causht they can it was a missake	rs.	Clyton 6	Tes	Outport In they will find many equates and michaes etc. actionshy three did not	76	audifying ther prior riors, with the true facts. Sike now plenty of water but no price drop? Come cummer price increases with fee supplied dear?
does	hasas	no.	2 Adults 10, 51 and 6 yrold in the house- power bill due tiept 2025 is \$615. July and Aug was higher.	~	Miles Franchisco				That of conductors and to character for electricity. Body consists has accessive. This is not to the interests of the consistent
Desir	Tokini		Make to the east experient securities because the secretary desired and securities.						
Co		No.	Table is the jude received any regard amount any property of the jude party.  End native habitator discreti hard another contribution	Towar and habita and accommon to have	Clyson 6		The contribution and the factors		But across habour shear? built corting and shoulders
zenny	Legen	No		No. Comp.	Think that option Eist the best option.	Tes			
None		Not sure / I haven't heard o the Consumer Care	4	No. sur					
		Guidelines		the same buf the sead for help with an hard with					
Inet	MaDonid	Tes.	I have never had any naves when I need help or have an enquiry, my electric cuppiler has always been currous and helpful.	This been treated with respect and landness.	Option I should be the carrest way logs.	Tes	This should be mandatory for all electrical companies.	44	[RESACTED]
Gaye	Oldham	Not sure / I haven't heard o the Consumer Care	d There not heard of these guidelines have very do think that electricity is way too expensive, turn of the sensor wantely and du NOT use a heater during the winter, I put cannot afficed to do this, sad but true.	I think it is a good idea that power companies look with the reasons why people are unable to pay their bills, however while I have difficulty. Have shown to pay an amount faringfully therefore creation to credit with my power company. It would be good of contributions are short all contributions are short all contributions are short all contributions.	tament sure on this question however twould prefer any aption that been power cods not increasing willy silly.		as long as vulnerable customers are not impacted that is okaywith me	1 don't think sa	
mere e	Face	Guidelines To	Remove they are and consentrate and and consentrate	people were total very clearly this option was available.	Parison 1	Test			
Compagniti'		Not sare / I haven't heard o	4		Cyclos I.  Improve the guidelines BUT implement a system to propely manage the cost is concurrent.				
Earen		Condetines	Electricity is extremely expensive, i manage to pay for it but have no sino what would happen if I suddenly couldn's.	WA SEP		185			
Jude		No	they are making enormous profits by changing excelatantly, so by the time the retailer selfs it to us it has become almost unoffertable, and learners such as a warm home (or even just a warm room) are dented us.	Not sure	dealy aption 1 & 2 ares't working acintended	Tes		ansure	fair cost
Deside	Bute	No		ns .	Cytion 2 - nathing changes Cytion 1 - they would have to change and take of concurrence flare Cytion 6 - More care but many cost	Tes		Option 3 Ht the best option at the moment	
zacelyn	Stewart	No.	Like most business power companies are dissently money and therefore need regulation to provide integrity to outsiness otherwise their duly of care may state to the keeds of the company and not care of the customers.	ns .	Cytical three	Tes		Consider the existing four options using existing guidelines	Eximportant to protect financially and physically waterable outcomers and to be fair
Mark		No	They need to go further and be made mandatory.	Va Faits (4, 8, (6) should also be considered to ensure Better autoones.	Option (4). But the costs should not be passed onto the consumer. This guideline should be computing for any existing energy retailer and the renname equired standard for new entires.	No	Option (d), See my comments from Question 6.	Need chould be more strictly stratistical. My current provider requires one to give them 30 days notice by terminate my account or mour a \$100-axisy termination fee. This meter is read remotely & does not require aphysical enabling Howest this published?	
Ma	Clark	Not sure / I haven't heard o the Consumer Care	(MONETOD)	rs.	Electricity Authority has considered if necessary to time guidelines in 9 parts or potention to the consumer their all 9 should be manditary.  Furthermore, 8 guidelines are required, because power comparers are not behaving. Then the cost of monitoring chould be borne by the companies and not accorded in 15 the consumers. On administration 14 speciessism.	No	It counds as though you have already decided to adopt Option II, but please one my answer to previous question activities to consider Option II is be more appropriate, subject to no cert for it failing on the consumer.	I do not have sufficient knowledge of the origine no accure this question.	mour axe, an important name is the need for callibration between the times companies who together govern our domestic power copply. Why allows need a lines company, a retailer of god power and a retailer of salts power.
1		Guidelines Mot aux / ( bound?)			not passed on to the consumer. So, option 6 is appropriate.	1	sinsurer.		power supply. Why do we need a lines company, a retailer of god power and a retailer of salar power.
Vina		the Consumer Care							
Gall		No	No help to keep electric affordable	ns	E-thould be option 3.	Tes		44	
			[REDACTED] Account. [REDACTED] I write to you as account and for the [REDACTED]. We have had ongoing issues with [REDACTED] once we opered our building on 2 November 2019. The main issue has been their complete individing on 2 November 2019. The main issue has been their complete individing on 2 November 2019. The main issue has been their complete individing on 2 November 2019.						
			INSECTION ANALONE (PROCEED) in the top to an animal test from \$\text{processing}\$ (as \$\text{processing}\$ and \$\text{processing}\$ (as \$\text{processing}\$ and \$\text{processing}\$ (as \$\text{processing}\$ and \$\text{processing}\$ and \$\text{processing}\$ (as \$\text{processing}\$ and \$processin						
			new neter was for \$2,070.00 miles \$20,000 miles and \$40,000 to \$2,000 to \$2,						
			factor of 2011 from the date of cantaling on the meter until 1 tack aphoto of the meter in early temperature and 9 104.07  factor of 2011 from the date of cantaling on the meter until 1 tack aphoto of the meter in early temperature and 9 104.07  mortification of the original and of 6 178 Temperature between early on and the 2010/2019						
			29(11) Of they had charged the friend social of 11,000 data usage, (many times what we adoubt used let above what was used						
Allan	Relly	No	numerous phone care. It was not until 1 got father Wanda (four electrical installers) involved in early Stancey that we were able to contract the contract and the contract that the contract that the contract that contract that contract the contract that contract t	SUL CAPP					
			[REDACTED] on the 20/4/2023 and as I aid not "REDAT" their competence in getting our usage covers. I take a photo of the exten- sion behavior to be provided to the contract of their competence in getting our usage covers. I take a photo of the exten- sion behavior and the 20/4/2023 and as I did not "REDAT" their competence in getting our usage covers. I take a photo of the exten-						
			until the date we terminated the contract). Last week increased a BayCory demand for [3, 28 Miles Thought the account had been settled in Account had been extended to Account had been extend						
			27-years at the Timas Smelter (the last 18-years as being Management Assumption) and I had a lot of dealings with the Mendium Place! Adduct. I have renot respected administratory and construction of dealings with the Mendium Place! Adduct. I have renot respected administratory and construction of dealings with the Mendium						
			The world appreciate E if you would, without a look through our own or any and what we have paid them and advise out if you think we have paid them and advise out if you think we have been accompanied to be a facility of the companies of the co						
			which below the similar of its 15 kp is factor of digitals which of our state of physical polymorphism (and \$20 th the \$1.00 th the \$1.						
			The state of the s						
Meather	Armshaw	704	I think the key things are that the power company provides the power, the scenamer promoss to our for it.	06	19hrik option 1 is best as it calegiands the most important aspects for outcomers.	Tes	I think option tils best, for the above reasons.		Think if you didft house, you should be able to take your power company with your fiyou like them and want to remain logot. This is octalways the case with introvinent ultigate/endeaded setworks (INDACTES).
-		Mod new / Elbouar's Front							rms is not amongs after case with retirement uttages/embedded networks. [REDICTES].
AL		Not sure / I haven't heard o the Consumer Care Productions		ns	Cyrion that agent and benefit, albeit it would be good if all this could be made mandatory without any passing on of cost	Tes			Mare transparency around lines charges, and also better self-sufficiency options for (expectally rural) customers.

pasiscon repr



				Q2: Do you an	serve that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the aveatest harm from occurring to					
		Q1: 00 y	you think that the Guidelines are currently delivering on their purpose and intended outcomes?		consumers?	Q3: What do you think the benefits to domestic consumers will be under options 2, 3, and 47		Q4: Do you agree with our preliminary preference for option 37 If ex, please tell or which option you think in better.	QS: Are there any other options you think we should consider?	QG: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint same I	Ladiname	Response	Can you tell us more to support your answer?	Response	If no, please tell us what parts of the Guidelines you think prevent the greatest barre from occurring to concurrent.	Open Ended Response	Response	If no, please tell us which option you think is better.	Open Ended Enquires	Open-Ended Response
Dennis 1	SMTH	the Consumer Care Guidelines	MARI ROTPHILONALI MIRIN RIVOLVIDI.							
MANNE		Not sure / I haven't heard of the Consumer Care								
		Guidelines								
tireat :	Savin	70	Cost of services is a concern. The retailers were allowed to diouble their time restals fair a minimal reduction is unit cost. The effect is a registe the effect of users reducing their expenditure by using test power by increasing fixed costs, over which they have no costs.)		They are important. But one of the power companies increased profit by ETE is one-year. This is unacceptable and greedy in the extreme			With record profits why should the concurrence pay to call the maintaining? There is a discipline purelies action against unreasonable and unjustificable more acts, there is a strong case for price postal to be re- insteadured as proce-continue to cook. Bennember, there are compound impresses. Year 1 and 5 (see) 30	Price sudification for increases above the annual CFI.	MUSE compound profits well above annual refigious or the CP1
			Nave no cast No.		estreme			With most profits why yellood the consumer page facilities mentioning? These shouldbe positive action against unreasonated and supportable to monescies in our. These is along case for yelloo, excellent \$3.5 a. in introduced als priors continue its case. Memerater, these are compared numerates. Year's positif (size) 20 percent these 2 points of the class rate becomes 12 precent, or 22 parents into these year. Land case. The consumer has can grow what Chargest the companies set. And are each at Extincious as is positive.		
			My power company does not tell me when my fixed plan finishes and what plan-would best suit my needs. When I ring and asked	ed						Easy and clear companisons between companies power switch goes some way to meet this but the various "tempting" offers
Sally	Selwood	No.	My power company does not theli one when my famoglass finishes and what plans would best out my needs. When I may and asked for this information is taked 1.1 hours to age! Through and their I got take the unions information is need under 3s feet an incommenced deputs being a-colorism for used is park. The first time joint is were and present.	Not care		Power companies are making loage profits now co-should be required to comply and absorb the costs the markets	Tes.			Easy and clear companious Universe companious govern certifity goes come way to meet this but the various "tempting" offices, under that footomique. Izcuratis should show analog of fine-filters centralist copengie know when they can change cather from having so seek lists cut the central certification.
Bridget		Not sure / I haven't heard of the Consumer Care		Yes			Tes			
zance (	Cuombe	No.	Now are they sharing autisment respect when they keep increasing the prior while making an abound profit for chareholders. They affering same people fee time periods for power and not others:	Not care						
Codes		166	The website people of the phone whether you we so the hest size store above as severe above of	THE		Option Schoold cover most roses	Tes		No.	I think profits, and the extent to which they are justified by capital expenditure plans should be monitored
			White I are reasonably sear that the basisties care scarcely delivering on their purpose and intended outcomes; I wish its ball the following: I. noting outcomes of companies prouding extraction convers requires chart they compare with other companies providing principal control of the providing control or parts. I have braided as removed, or an intended providing control or parts of providing control or parts. I have braided as extensive control or delivery of the providing control or parts of providing control or parts of providing control or provided p	ri.						I would like to see an averall starting statement that electricity providers (and other similar sampanes with a captive maker,
Manne		Tes	providing a constructor on with companies generating electricity as well as providing a century pupers. 1. New Zestand exconnect country orients to much acposition. If A huge preconflict education country orients are much acposition. If A huge preconflict country country. Or far more staff	g Yes		Option 6.	No.	Cyson s	No. If electricity providers are out sufficiently familiar with the existing quadritines, then they are out performing adequately, and is good faith.	I would like to see an overall conting collement that electricity provides (and other circlin companies with a captive market, and electrical product) are required. It to be fair, if not to incommon positi, it de fairly three trained covered, it and to mode, and to continue the continue of the continu
			[This moving higher and] than washing-cealify be recovary.							
Thomas	Desirent	No.								When a constant cells the netting when power is last content of discrete the cell to the lower constant the constant has to
Kirtoy		No	Guidelines not mandatory causing inconsistencies is service	No.	When loss of gover accurs many suctamers become undersible however this doesn't appear to be recognised by the Guidelines	Сурын в	No.	Option 6 as many people became vulnetable during a loss of power . n.g flock floods in Auckland on 27 fan 2028.	introducing dandards for communications for concurrent when loss of power occurs so it is consistent regardless of where you live or which retailer you design to	When a suncamer calls the retailer when power is lost, instead of directing the call to the time, company the soncumer has to dat a gaze and call the bine company. The hine company will offer direct concurre table scretaire so the consumer time.  As a facilitation of the company is a facilitation of when executary retailer transfers call to lines company so the consumer deem's have to dark the process again and call times company.
										The consumer doesn't have to start the process again and call times company.
Margaret	Moderns	No.	Pationing the guidelines should be mandatory for all suppliers to parted consumers.	No.	All gads are important, Part Sine is a very important area which needs to be attended to	Option 2 not cateful actory, some power companies will not fallow guidelines 83 not good enough 85 needs to happen Power companies can afford it	Tes.	Option 1 OK	Don't Moley	Education about green ways of living
tan I	Puliet	No.	Even with gover custoff it is very difficult to work out the most suitable power offer. As option with the neck for example has the case same as our current plants blested by the company.	Not care		1 don't see any reason notice make the options countatory	No.			
		_	New years as a sure or a sure of the second		("we never had personal experience of this, but have heard that many power companies don't failure the guidelines, I think the	The best of the second of the	Test			
Anna		No.	as winting to build a positive relationship with outliners. Last time I moved house they required a months notice to out off my electricity, which severs bizane when someone else was naving in the same day, co-usely it's just a matter of closing one	y Not care	guidelines should be made compulsory	This the guaranec chanta be comparing co-other option for it.	Tes.			
		Not sure / I haven't heard of	persons according off the power, they don't accord have to come to the property.  If							
saon		the Consumer Care Guidelines		Not care						
zenatler v	sas des Tylel	Not sure / I haven't be not of	The process around disconnections is not delivering.	Not care		Option 2 - ns, they should be mandatory Option X and 6 - would tille is one detailed information on how they calculate the costs that are passed on to concurrent. Can't see a need for the cost to be have.				
majur 1	nak	the Consumer Care Guidelines		Not care			Tes			
(REPARTED)										
			The reason has between 3 his in that any persons supplies (between) definitionly all of these expect or care for container, and justice indicates and container reviews to these extends between polymers go and in spring, which got these wars supplies and proposed polymers. If you make extending a supplies (proteing) the proposed polymers, if you make extending a supplies (proteing) to be about a remain before you derive quality and supplies and protein got during the container. They are seen to be any proper great for those beautiful proteing and the protein and the proper great and the protein great gre	udi i-	White parties and a second state of the second	Cyrlons 1 and 2 are NCT appropriate at these only incentivise the good retailers to play rocely and leaves the less honest players do what they like without			There are come appects of the Guidelines which think are totally supproprise, specifically that is lower hard; on page 1 which states that: "MDCC are not to be documented for non-payment of debt or for obtaining	There are some aspects of the Buildings which I think are tatally suppropriate and need to be changed, upod sally Part I clause 3.6() on page is which very boundy state that "MECs are not to be documented for one-payment of sets or for all the source of
Egall		No	ended promises that correcting would replace it - just patriorous and negs. My current electricity and gos provider (Mercury) had done a much better job of respecting and copporting outs continuent. They also seen to have a prepay option for those has not followed with business for a month or seen full makes all followed.	No.	While the partity or median RM important, so are meet other part, including - Part E - Information & Records - Part E - Sign-up or Destal - Part E - SELECTION of management - Part E - Person Bonds - Part E2 - Information and Monitoring	Squares senting an extra superpose as service and intermental progression as purposing and extension on the sent superpose as the configuration of the disabilities of	No.	As already stated, this option does not give concurrent sufficient protection.	The as one year of the declaration of the law 1000 to approve, specifyly 10 class 1.5(4) or age; a table declaration. "NCCL can table the associated for inception of delated analysis of the law of t	watering reserving or wavefulfate standard by a shadowing decipion." I have docked that any business would not be allowed to discensed conneces for obtaining cervance by deception if a surfamer is going to do any sort of deliberately decipion produce produce (including tampering with the meter or making false datements) therefore certainly possible that the MD
			having difficulty with budgeting for a mantity power bill, which make more cerus than just disconnecting people.  There needs had a consequence for compares when they don't provide concurrences, maybe shouldn't be final-full to use abstraction and consideration an							class of the customer was also obtained by deception and should be immediately disregarded?  New can electricity be provided cheaper and will consider corner to concurrence analysis of when the color of the constant of the constant of the color of the
Louise	Milean	No.	electricity and penalised with excessive free of they cannot alfind to pay for reasonable usings.	Yes		Cysion 6. Our vulnerable cougging laws need the cysinal protection.		Evals need more protection and lower suit electricity.		encourage more affordable aptions for wind and safar generation of electricity.
ada .		the Consumer Care Studelines		Yes		24/3	No.			
			The outcomes are all bullshit, As are the purpose. What is positive a relationship, I want the power and shave toget from a theorem budged. What is new? It is despressed shall find containing or net your budge confine. The norm in the new lead out that has		Name from electricity or have from those and comebody one to large for comebody being orango(Max). Who are short likely for an other					
Bob		No	The outcomes are all builthit. As are the purpose. While is positive a relationship. I must the power and there open from a thereing builded. While is even't is disagrenue could and carefully one or set your house on five. The cost is the cost and publishes be past, which were going with been, drugs, it forto. If correctedly observit pay them it means I have no pay more. That is certainly not a positive inclination.	No.	Home from electricity or have from trying get somebody we halpay for somebody being invesposable? The greatest likely hood of have connection electric shock or a fine. That is controlled by the wining regulations.					
(REPORTED)		No	Power companies are not bioropoint and their communication could be improved. Their noise are seemed a be making money.	Yes		Option 1 and the power companies should about a sovered outs if any, they make enough profit.	Tes			
Dient	MTagget	Not sure / I haven't heard of the Consumer Care Guidelines		Not sure						
	-	Guidelines	Fails was a real control of the same of th			Option 2 is the barr minimum and, accordingly, probably the most likely to be adopted, as tends to be the way with meaningless consultation. Outside this		Control of a contr		
Miller I	,	No.	Profits are excessive, costs are unreasonable, and competition is stifled by wholesale priors which the government has no interest in fixing as a diserbolder.	Yes		Opinit in the later resonant and, associately probably the northinely bake adopted, as tends to be the way with recoverage constitution. Opinior bits the model ground. Opinior dis probably the northineable as instrumed compliance occurrenced to either by decreased promption and profit bearing.	No.	Symmetric in presency on their decisions as not eased comprisince outs could be offset by decision-dipricing from competition and profit limiting.	conting whole sale profits for generators in order to nonneae affordability for concurrency and fund stronger regulation.	The funding of Powerswitch org.43
Julius 1	Michie	Not sure / I haven't heard of the Consumer Care	f valued toget a better deal and had a job to be able to talk to someone. Pleasify gut what I wanted but it seemed all they wanted to dis woods it by computer.	ed Not sure		Treel companies should be more understanding to their customers problems and by to help them instead of eat wanting to supply them with power.			I feet that the cost of power is too expensive when they all purchase at the same price.	Betterprising
della	med	Buildelines Bo	AND of contains no see following the conditions			Option 2 - would recurre that instanct know what the expectations are option 1 - for would take away the charac installant have to comply Option 6 benefits more people and takes away the chairs of whether to comply with the guidelines.	Tes			Residence of college of a consequence and to be considered for those who full behalf to a consequence
	1004	Not sure / I haven't heard of	sales at reviews are non-necessary are garantees.	100		benefits most people and takes away the choice of whether to comply with the guidelines	Tes.			пераденена орошен да алмандурдаге егон него за не саполения на ополе виш да ветона из разритена.
Ows	Kance	the Consumer Care Guidelines		Not care						
Martin I	Dal .	Not sure / thoses's beaution		THE			3 Tes			
248		the Consumer Care Guidelines								
Necota 1	White	Not sure / I haven't heard of the Consumer Care	Lintil this curvey I wasn't aware of the guidelines	Not care			No	I think option & should proceed. It provides most protection for under range of customers		
Gayle	Milean	166								
			I had be recew my I year fixed contract with decess. They wanted me to continue with "Energy Plus", without beling me what							
			other options I would have, such actively back or tenegy MV. Sengy Plus only makes sense when you have a must meter. We do not the teney back sets we have NO mobile neepplon-where time in the Marisonough bounds. They should have not the teney back which is chearer when you cannot make use of off exits sensors, you're found out as I went to the deserci-	do is						
			website. There no fixed line phone, since our risid was certiously damaged a year ago. I the disciontast Genesis using tive clus, which is possible assertling to the intert received from Genesis, but that is NOT tive. Only new customers can clust with a robot. I			There is the continue of the c		Cytion 6 is the best system. Maybe the Consumer Care duidelines needs to be extended, such as more ways		<ol> <li>Electricity companies should have a number of ways for their uses to contact them. They should also not suggest ways, such as char, that do not work or only connect you to a computer. 2. Electricity companies should self their outsiness what</li> </ol>
Hanneke I	Eroon	No	had to contact the Utilities Disputes, who gave me an entail address for Seness. I have not had any epity yet (entail sent 32 Aug 3021, new year commercies 15 Sept 3225. The Senepururoad was badly damaged in July 2021 and Aug 2021 and its closed, except	THE E		copies is an apparatus consistent minimizery, in a continuous qui ou an invent semplement never as seminated on the continuous and give over some single for	No.	Cyption it is the best option. Maybe the Concurrence dudefines seeds to be extended, such as more ways to contact them, or at least aloring their users that there are several plans and a calculation to know which one is the cheapest for them.	No, number 6 is the best option.	I. Electrically compares chandriches a number of any for their values to cardiot them. They should also not suggest way, such a citil, at one of war for each or explosed you have compared. Indeeding compared, could self their continence what place they have, suggest to their the CHEATET plan and varia suggest place that are of in absend too the uses. I reviewed such a final too to be a compared to their the CHEATET plan and varia suggest place that are of in absend context, one of peak electricity was provide, but develop suggested twict the lect one because way were and. With a tended to be suggested agent age.
			for the residency and emergency convince, but, no meter reader to mad my meter. After half a year on, i received a offer those Reneus, casing that they were going to disconnect us, because the meter had not been read, not we are the cause of the meter reader not reading our meter. I remained them our medimicated our use had been connectimated, but no small me. That the							on E. Which is what they suggested a year ago.
			The control of the co							
Desi		No	to the partiau now default-provider acreait of the trustpower cale, chose to loce accustoment rather than meet the going color relate rate. They were rule and unheight	ar Not care	We only hear about source when they are published on occur media or oness	Protection against abuse and unfair positions. The power companies need to be answerable and therefore outsin it should be recommended.	Tes		Durk Know	The length of the postdacts. We were locked into two years and landed up with the same provider we left for poor sensor and attitude.
				1		and the second s			Please as alread with College Land commit new 1s mandation the full cost of the quadrinos. If the work must be done or how release and who were the mandation that the full cost of the quadrinos.	and attitude
Ma		No	No, because vulnerable consumers are being left with huge debts and harmful power outs	Yes	tec, but the full set of guidelines should be made mandatory to protect human rights	Consumers need the principion of all ports of the fundelines. Only typion is provides this. Under option one and two consumes receive few real based is, there is no balance for the positionative. Option title step towards improved wholesis wellbeing fair tiwn:	No	4 is better, particularly because it includes part fit which needs to be manditary	Prises go alread with Option East commit now to mandating the full set of the Quadrises of the work must be done into stager, piezoe include Part 8 (feet and bands) in the first Oppe, that it is important that you commit news to mandating the full set of dualities contact this council is educated in the contact that report urgent action. Prises everygine and desiration is desirated in detailed as decisionated in contact in contact the report or great action. Prises everygine and desiration is decisionated in detailed as decisionated in the decision of the detailed as decisionated in the detail as detailed as decisionated in the detail as detailed as decisionated in the detail as detailed as detailed as detailed as decisionated in the detail as detailed as	Disconnection fees Prepay prizes: the lack of public data on disconnections, including prepay disconnections.
			The cost of electricity has increased hugely and we are strid this will continue to due to increase demand and inconsistent supply	phy						
	Sides	700	The count of electroling his reconnect length year date as the bill file well institute before it increases demand and reconnect county from account and county on the file of the event of	an But sur-						
7		Ī	heep up with demand and inspected to graph and a first little and the analysis of the property of the public states and gestlement recourse available to us at the electroty-companies need to find ways to harvest the energy again, sowe							
(REDACTED)		366	Although though that difficulty paying our power bill to date, fin concerned that the cost of power K noing so much that this could be possible in the failure. I have need concerns for those which can't pay their bills. Then the logificult companies control the enter of coverne and the accommon this concerns for involunt the control of cover and the accommon the concerns control of the control of cover and the accommon the concerns control of modera of the control of cover and the accommon to the control cover and involved and cover and the accommon that the control cover and the accommon to the control of the con	Yes		1 don't think options 1, 2 &4 are an option and I don't think option 3 should result in a cost to consumers as the power companies make record profits.	Tes			I don't think the big four companies should be controlling the price of power and making it so hard for the smaller player to companie.
العر			price of power and the government has no available estimated in reducing the price of power activey benefit as well.							
Dian		the Consumer Care  Guidelines		Tes						
Plaul I	Cultianii Noruby	No.	guidelines should be mandatory.							
Edward	Calvert	No.	I have related to several providers and they use sabile ways to set you onto the allanthat is word for you	Yes		Near comparies are journed about this are discharatinged by readulating compliances. I have readily claim to about a data of the discharating of the control		As I said in the list question while I care about the vulnerable the majority care about being able to be on the best plan forus: the opposite motive for the power campany who wants us on the best plan for them. OPtion it is best.		The most important rows is that the provider has a longe of plans and till easy for the consumer to find the best (financially) for their. There is hope power initiations between the Corporate and the individual and there needs to be an equation glossor for a factor manufact.
			To has seen an homeon a general has			scoption. White Have sympathy for the few people who have difficulty paying and have health issues the much lagger impacts con the rest of us who they by to get onto the work plan.		OPSon 6 x best.		Socie for a fair community.
Stay		Not sure / I haven't heard of the Consumer Care Eurobines	f The fact that a person bring alone can not be a Low User is not for an an elderly person bring alone and does have Solar Power.	Yes						
Olive Margaret 1	Smith	No	Your dawn seview Delic of this.	Yes	but the other parts chould also be mandidary	2 and 3 would mean same improvement, and it would also mean abetter deal for outcomes and better communication with them. The extra expense could be met from the power providers' politic.	No	d is better, as it includes more to help and to communicate properly with those who have trouble finding the maney to pay for their electricity	Tex. It would be better if the downment (not self-interested businessed businessed businessed by supplied the successful selections for the good of its people. It would also be good if people are eccuraged to just in solar power by getting a more insolation in the power that they contribute to the national good. Currently it is indicated to low.	The Government should be responsible for the country's electrority and for taking care of power forw Zealanders.
sue .	testified	Not sure / I haven't heard of the Consumer Care		Not sure						
Peter	Palmer	Not sure / I haven't heard of the Consumer Care Guidelines								
20		No		Not care		The guidelines should be mandatory		Option 6 is better. Consumer interests should be protested. Corners should not be cut in the interests of "sameetition"		
Natalie		Not sure / I haven't be writed								
Zion.	Modicine	the Consumer Care Guidelines		Not care			Tes.		Notify all consumers of any changes.	
Karwyo I	Bessell	Not sure / I haven't heard of the Consumer Care	f I won't is cut part the fluffy stuff and get to the cost of power. Now does the above make power sheapes?	No	All of it. Typical rokenotic policy to cloud the obsciene profits. Prefer an explanation of how they can get away with their profits, and not give proper rebell increased in hiding belond fully policies.	waste of time				Just chameful, modifie class gibbensh. You should be astorned of youronives.
Andrea		Not sure / I haven't heard of the Consumer Care		Not care						
tegral 1	DA .	Guidelines No	power too expensive.	Not care	dia constity have tai model all of that, ?	sony to a difficult for me to fallow				
100	also destina		The Electricity Authority's own review shawed that retailers are not consistently following the guidelines. That is caucina have to			Clysion Egines the most security is concurrent		Option 1 does not cufficiently protest concurrent. Please commit now to making all guidelines mandators of		Place protect people who are being genetized for being poor Place has disconnection and reconnection fees when people can't affaction pay their bills Place ensure that projal electricity used by low incides in busin
.30	nan ner Kalaj	-	concurrent. Please commit now to making the full out of Guidelines mandatory and monitor compilance.	160		reference and many relational to transposate at	-	you need to action that in two stages, phose add Fart 9 (feet) to the first stage.		programs a minimum pay with Edit - Please escure that propay executionly pused by tox modes households () is no more expensive than pay mantify plans - Please guidish quaterly disconnection data (mituding prepay)

pasiscon rept



										TE MANA HIKO
		Qt: Do y	su think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: 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?	Q3: What do you think the benefits to domestic consumers will be under options 2, 3, and 47		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
First name	Ladiname	Response	Can you tell us more to support your answer?	Response	If no, please tell us what parts of the Guidelines you think prevent the greatest harm from naturing to consumers.	Open Ended Enspose	Terporae	If no, please tell us which option you think is better.	Open Ended Eniquesa	Cyen-Ended Besponse
Serry	w	No	As a remarkly compliant construction with page, their late, are they free examination from the first date for the house gas above, they include a contract time and execute, page and result for the gas and presented proving yet of the integral of the page and the pa	765		Cuttomers would have more lenning when they are like and not subjected to now choice to tree; of classings in their lives	Tes			
			on half when waiting to be required too during my working hours. My funch breaks; only 30 minutes. Contact were not interested in helping me whatcover!							
Inge	Redslyn	No	Electricity and dream water are book human rights and the rights of all crows and recidents in how bedand. The dispensing of these rights should not be infit to sampasses or retailers who pay-dividends to shareholders. Concurrers now need full protection. I from these sampasses/sections.	No.	Full protection is needed and Concurrent Care chould be mandatory. It is a displaye that in the 1911 certainy people who are untable to pay their bills are disconnected. What about not paying disclands to phareholders, many of whom are no disable on the richitot	The time for withintary guideline chas passed. Option 6 provides most protection.	No.	Lansaer nobecause I don't agree with the out-up of the electricity sector and the citay idea that electricity is a resource that doubt be competed for. Option 6 delivers must protection for concurrent	No.	None at precent
Brenda		No.	Nove outheard from my provider couse the time i contribed (come time agencies). Other than, when they are putting the prior up, into this they may have affected my a chance of plans, rather than just coming priors. I have using the phone, so are liable to ring.	THIS			Tes		1 am always conceived that there are people aud there (relaterly, foreign - not much tragical) who connot keep up width technology and how a lot of trouble working out how to pay account there days. Or even reveniblening possession of they pathering to a use the connect.	Assnot familiar enough with current guidelines to have thoughts on this question.
Teresa	Thy	No	ring.  concurrence harmed by intafers not following the guidelines.	No.	More should be done to reduce people debt and communicating correcting with customer before custing them off	aption 6	No.	All of them mandatory		Cheaper proors mandatory for pre-yard electricity
(REDACTED)		No	The cost keeps creaking 5p and forthlandpays a much higher price per unit than elsewhere while feeding thermal power back. Is the grid	No.	II is modify-widey washy Meaningless drivel white proving no price stantist	All these should be required as of right without them sisting the consumes more. Pier companies have to pay their way from profits.		No because how can most vulnerable be protected when they have to pay more	No.	Cost - Ex going up as companies profits are also going up. Bectholly chould be come prior wherever you live
Nob	Eesting	Not sure / I haven't heard of the Consumer Care	No.							
Panu	GHZ	No.		THE						
Nobelt John	Ewen	No	They're not underly linears about. I Because they're not binding on power companies, there is inclusionest and therefore under treatment of concurrent.	Tes		I stranging yeap to adopt option in it is make all pains of the subsidience mandation, according to the security of adoption on option of the subsidience and the section of productions in open of the interesting according interesting when the controlled years are the subsidience and the section of the subsidience and in a	No	Option to the only one that will provide some measure of protection to all concurrent, given the companies' focus on profits and people, eventhough they are stolling in a summobility that is resembled to modern life, and indeed its continuity of couply is a watter of life and death to many in our country.	Toward State of after uptions within the current guide true:	times the poor and citif further declining standard of literacy in 152 and the stable number of concerners for whom triglichins a recision language, the qualifience decoded be written in the most book underly adoptiously spousities. The institutiony substituting school are represented publish the numbers of recisionly disconnections visioning number, and all as the numbers of recisionly disconnections wirring number, and all as the numbers of recisionly disconnections.
Ama	Motor	No	Because they're not mandatory, many companies don't bother with them	Tes		Option of	No.	Option 6 is the only option that looks after the most uninerable people in our population. We should not let corporate greed and capitalisis get in the way of looking after our people.		Full transparency on profits in planninguage to all consumers so they can understand rate increases
Sandra		Not sure / I haven't heard of		THE						
Bilan K.E.	Dy	the Consumer Care Guidelines								
canda		No	Because for come unknown reason the government has decided that low users should not get a lower prize on the diaby, so they are increasing. There for the personent and longle income people are paying more and more.	Not care						
Barry	Lee	No	Assess to electric power should be treated as a basis human right, not a vehicle for prior gouging which is happening at the strainest.	THE		Option 6. The guidelines are toochieco-when they can be enforced. The regulatory bodies should ensure that power companies don't use this access some to take prices.  Option 6. Though the insuferented and enforced.	No.	Option Ex the only way to make the guidelines work.		The whole-privatised dructure should be abandoned this enables profitnering out of assets mainly paid for the to-payers in the first place.
San	Custes	Not sure / I haven't heard of		Yes		Option I should be implemented and enforced.	Tes			
GAAAT	SMTH	Guidelines Sud sury / I haven't heard of								
Wayne	Reddford	the Consumer Care Duidelines								
zudi	Machine	964	Those regited yes, but conject that not everyone feels the same - based as personal discurritances - health, economics, associans, location	THE	The source constant can interest increase the error, which out the resource with of extraord that are	Ether cation it are 5 and 1 think that with the current profits, the company should be able to absorb any increased costs.	Tes			
Tom	Batchelar	THE	I contact the company 8-4 times per year. We discous aptions.	No.	The power company can administy recrease the price, which post the cancerner at risk of early paying their account. I recare that the General recreased the bank rate for power this month by 10%. But General did not increase by 10% the price the power past for our rate: "But Clayed the carrier." The carriers we have defaulty by receiving as costs of power could be us but 1027 bit administration of cover with 10 servers.	Make them manufationy.	Tes.			The ability of power companies to increase power sold to the consumer, without increasing the price-paid for our solar sold back to the power company.
Statistesna		Not sure / I haven't heard of the Consumer Care			propression nor our police? GEO IS General.					
192		Guidelines Tes		THS.						
Plan		No.	Fay more for PV field into gold. Cleaver bills.	Not sure	Highlight parts consumer considers would be important to most outcomers beave out unnecessary small print		Tes		No.	Highlight particonouncer considers would be important to most customers. Serve out unnecessing small print. Advise for reducing power bills:
Grant	Andrews	No	We do not have a positive relationship with our provider as they continue to give us estimated readings every second bill and our motor percludes us from their advertised power choici promotions	THS.		Option 8	Tes. Tes		No.	All prices quoted must include SST as most customers have no draine but to yay if.
Min	Hidding	We		THE .						
DGa .	Beautitry	No	Electricity is not affantiable for a large number of households:	Tes	Parts standare the mod important	Option 6	No.	I prefer option it is power comparers needs greater regulation. They are privating an important sacial senior (as well as being for profit comparent) and need to provide improved overview to the most poor and vulnerable electricity seers. They should not be allowed to thinge disconnect and recomment fees to markhous and straintens compared.	Advice on weblife on best electricity companies, best plans, which companies provide best call centre support and except to we app	Consider regulation is that households with instane under \$80,300 get power cost relative equivalent to 20% of power cost. This would mean warrier bears, lock water illness, few people going to hospital with pre-movin, duest infections est. It would particularly help Maton and Postifia and all of our powers tambes this is inscribing estave to help these people have improved the shift and a detail rife classes.
			The fold a pre-colour of weaks are controlling the whole-cole prices as at they make miscove profess from these generation business and procing biolous for these settled arms. This prevents any resid only suppliess from actively surprising making us the consumer page lagger prices.					purchase and chugging outcomers.		improved health and better life change.
Steve	Morgan	No	and posting losses for there retail arms. This prevents any retail only suppliers from actively competing enaling us the concurrer pay higher prices.	THE		Cytion Eas the only way to encure protection is to make it mandatory	Tes.			
Bruss		No	Oddly enough, Genericker falling in "fortalest have a right to be pain" by not sending one abilit on time. It's regular for my falls, to arrive abort the disc action it's INSERTAGE BOOM decrease are the only conside provider with this problem. Cubically, Genesic seast additionate on leavies for their remainders. These areas permipty.	Not sare		Voluntary guadelines are seriest. Ethical companies will extend their because it's the right thing to do-and would do that even if the voluntary standard didn't exist. Steelincal companies will give them to service in public but ignore them in practice. They need to be mandatory, inforument needs teeth.	Tes.			Mile it easer to compare plans across suppliers. All plans, all salrations, all suppliers. Consumers Powerswitch is good, but incomplete.
zaha	Major	No.	Son a summer was served as more removable. These exists propage.  Using affect bundled with other convicts does not offer a neutral way of finding the best concer for each type of server.							
campbell	perkins.	Not sury / I haven't heard of the Consumer Care		Not sare			Tes.			Puts for meaningful competition between retailers which currently does not exist. The so called regulator is a uselinis group of people who chould be advanced of themselves.
		Suidelines Not sure / I haven't heard of								to proper terminated for Accounts of Internatives.
Denies	Propert	She Consumer Care Guidelines								
Ann	Devey	Not our / I breat? beautif	the changed to thisk and take full advantage of all peak cases with little inconvenience. The cost cavings are great.	Yes		Cyron II	Tes		Nice	Don't know
Landsay	Listen	the Consumer Care Guidelines								
Reith.		Not sury / I haven't heart of the Consumer Care Guidelines Not sury / I haven't heart of the Consumer Care Guidelines		Not sure			Tes.			
hed	Dagg	No	No priors are too high tropport requests often ignored and not answered	No.	If eary to sky what you will do when there is no accountability or enforcement. It does not meanthry will be followed	Nu benefit with out enfousement	Tes.			
Pia		Not sure /1 haven't heard of the Consumer Care Guidelines Not sure /1 haven't heard of the Consumer Care Guidelines	I didn't know of these guidelines until now and only because I the survey was communicated in an exact from Concurren NZ.	Not sare	I didn't know of these guidelines until now and only because I the survey was communicated in an ereal from Consumer NZ. There's should be more publicity/marketing above the guidelines so consider are aware of them.	Mart with aption 1 and if these still not working/housting the vulnerable after Gry a year/reasonable percent then gives uption 6	Tes.	Start with option $t$ and if this is still not working boosting the vulnerable after cap a year/leasonable period. Then go to option $t$	No.	Don't know considering I have only just learned of the existence of the guidelines.
Helen	Western	Not sure / I haven't heard of the Consumer Care		Tes		Cyrian B	Tes.	Option I	No.	
		Not sury / I haven't heard of the Consumer Care						I would lear 2 because I'm not conversed that increasing compliance requirements for retailers will make a significant difference to concurrent but hido buy that it will increase their costs.	Perhaps a cituation where retailers can be penalmed if they're found to have caused harm by not following the guidelines, while call not requiring them to demonstrate compliance. M gives it is the demonstration that adds	The offering of rates for a fixed period, where retailers can't guarantee that the outcomer will be better off. I wonder if these
Mark		Guidelines		THIS .		Facial weight beging coch down over manazory requirements. Not command any benefit from the later justifies everyone paying more for power.		significant difference to consumers but I do buy that it will increase their costs.	uninensary parts	is a better way to do that. Customers should thave to bet on energy futures.
Gena	Moseo Te Kani	No		Tes		Options ISE allow compares to make profit before use of their consumers and disnort benefit consumers. Options ISE benefit consumers by enough active relationship and advanwinding that electrolity is vital to the well being of NZ crosers and the book needs to ensure consumers. Never their rights to electrolity introduced.	Tes.			
Bob	Rabertson	Not sury / I haven't heard of the Consumer Care Guidelines								
Taul?	Le Compt*	705	Takehow most fallow these guidelines, however after removal of low seer which 1 their was vering, trended like to see a size able to be seen as the property of the consentance to that side which can be verify a point mapped, it means continuous supply for "the property of an object to entire for the consent of each can be set to encode for the consent of each can be set to encode for the consent of each can be set to encode for the consent of each can be set to encode for the consent of each can be set to encode for the consent of each can be set to each of the consent of each can be set to each of the consent of each can be set to each of the consent of each of each of the consent of each o	THS.		Output switchoods absorbed by sometimes within their existing sparits.	Tes.			Tours families (children under 7) & elderfroner Til should have marris monitoration and like those under
-		l*					-			Facebook Annual Control of Annual Control of
Ledley		Not sury / I haven't heard of the Consumer Care Guidelines	This is a very wordy document & if ent peoples with English, especially, as a second begange must out here. — Swelly this can be complified. — why tale long is be read? — if in a finit reader & this talk me half an hour for a finit time read. — seems a lot of a memoration read that if	THE	Test, but again way too wordy! For example: PAT 2 CLES with "purpose it over-acting principles". This chould be pat "purpose"! Produce which have linear actionises at action seed, which there are name it more of the lever in totary's occurs, (let alone those with testing as 2 and language and out-off occurs and the set to testing as 2 and language and out-off occurs and the set to testing a language and out-off occurs and the set to testing and the set to test	Cyrlon I	Tes	ButSIMPUFYThe language & make all options understood on CRIS page! These options should be mandatury for all electricity compares to provent to enquirers/would be concurrent. The fully wanded document made publishes to those concurrent what ask	No.	If unexpected charges occur in electricity needs e.g. sudderly need medical cancercian but have a previous law billing candod This now needs to be "braken" or can assend are the charge it vice versa this "immediate charge" clause needs to be built into controlls needs to be simple wheely not difficult for either the customer or provider to implement immediately.
		Not sure / I haven't heard of			- Annual Control of the Control of t					anneduorig.
Hissheth	Sayers	the Consumer Care Guidelines		Not care						
2000	Caleman	No	The power company Unide the real cody in the very fine print. There is no power company that cupply to not profit entires such as "real for prints recorporate occurrent". I am trying to get a power cupply to our building which is in a commercial area as a non- commercial rate. It's each supposing and could be a floatar in our change down. The rely on distrations and the occurrent in spears carried and written our camerating.	766		make them manufationy. If non-compliance a very healty time should be impaced	No.	undroded	The guidelines clouds include all cook in the main pricing outholder in the snot prici	answered in question 6
Face	Mila	This	canned autwithin our canneumly.  My power campany send clips on how is cave power, let's me knowwhen there's a power outage, and gives above if it needed	Not sure	Your fact size is take small for me to meat, I am not possible demands demanded the rest of the survey.					
		Not sure / I haven't heard of	Continuous planet supply.		The state of the s					
Vogena	eleasty	Guidelines  Not sure / I former's hear "	Name   head of a representative values with my relater, represent AAA to a set of other who we are assessed.							
Beth	Lew	the Consumer Care Guidelines	I Nover the board of an expense received any student with my retailer. Novement did know of others who are reporterous gittifications. I don't neven know top people should be recommended with their retailer about than dollars of our company morter, people has belithere of sheep in excelled. This describ seem right tome.	THE		Think option 3 and /or 4 are probably needed and dightly higher sects would be recognificant if it means more winerable concurrent are better there care at.	Tes		A4	
Elipe Mattern		No.	Doing away with the law vier impacts on those that can least afficial the increase in Power Bills.	Not our		Clysion 6	No	Make all the clause creandatory	make all the options mandatory	bring Back Law Clair colles
Tours.		Not sure / I haven't heard of	And the state of t							
1000	and the second	Guidelines	Lam accordanced act want to be. I take care to keep my power account aclow acpossible because I feel each of us chould monitor	~		TOTAL THE DAY ONLY MADE AND THE PARTY OF THE	Tes			
Sensy	rutinas	-	Tax a critiqueed at 1 worsts be. If take care to keep one power account at low as possible because if test each of act should maintar and one power size.  If the Course interment's apparter more years of terms a proof outsiness because they was testing on the follower we own.	m.		Lagrance , i neer mans pareers provincers die bij 12 problede die 26 gelde de 65 de 16 de	nes.			
Warnesk	Gray	No	where the control of	Vis.	Multi-delinent region with Galact Terrigi Parkiter Perhat place Amprilan.	Topped of disea	No		Marian	This seaffering allow purposes sufficiently from autorises from autorises by person autorises of any autorises of an autorises of a seaffering autorises and
			tert an is a powerters position because the not core what they are going to do. I can cupply exait details of this fosce if you would like.							
owe	Shay	No.	I cannot see how price note; at the reported inflation rate helps the average person (family inclus country. It just perspetuates the solitation curve. Expectably when some retainers have more than one prior rise installs 22 months.	Not care	t cannot see how any of those pacture by help people who have the greatest need July. Action got the retailer follows: "piccolors"; the revisible happens	Орон з	Tes		No.	tronggroup to musch the Government's inflation figure
Res	Mason	No		No.						
Emma	Tangaria	Not sure / I haven't heard of the Consumer Care Guidelines		THE			Tes			
Cheryl	witets	No	My bill still still so difficult for anomal person to understand	Not care		Cyroin E.	Tes		Didn't Adually know there were guidelines	

Design Fig. 1



									TE MANA HIKO
		Q1: 0o	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	2: 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?	QI: What do you think the benefits to domestic consumers will be under options 2, 3, and 47		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint same	Lad name	Response	Can you tell us more to support your answer?	gence If no, please tell us what parts of the Guidelines you think prevent the greatest have from according to concurrent.	Open Ended Response	Response	If no, please tell as whish option you think is better.	Open-Ended Response	Open Goldel Besponse
					Think Option it is preferable - with construction the recreases incharged. Charging outcomercimes to ensure profess for chareholders is deeply offerore, in my oneyet under tracefor of wealth from the poor to the risk. And upgrading and mixing "plant" institution chareholders is deeply understood and under the poor to the risk. And upgrading and mixing "plant" institution of the poor to the poor t		I think till better, but five taked I only because the chances of changing the back system are about nit. The		Consider encountgement of focal/sustainable sources of electricity. 2. Requiring generating companies to increase excitations counter.
Claire-Louise	McLardy	No	ACTIVEY are not computery, come electricity companies are conceiling the power cupity of people who fall behind with payments. Yes		affective, in my view - yet another transfer of wealth from the poor to the not. And upgrading and making (stant customate should have been happening much more extensive), already	Tec	commencations of endiricity has received in an increasing number of companies ceiting a profit -making commodity to clients, other than providing an essential service to distance.	Not much point milly.	suttenable sources.
Break	Eromo	No.	These relatives are always coming up with deals and offers to entitie people to climitals to them. If one has been with a company for a while they don't do amplying to premaring you are greatly place hed call, a climital product contacted where a sharter deal is on either from one of their competitions. I feel these installers need to be more focused on their existing outdomer base.						
200	Name	No.	one of their competition. Their these indicates need to be more folicized on their existing conduces base.  Prioric continue to finds, and there seems to be instead interest from generators or intakes to make power more affinishable. These ended to be more transparency anount fires, colors and payments.						
Direct		No.	Consumers need more help to get power at reasonable and affordable price. No	sun .					
Tanta	Wynn	No.	Electricity bills are too difficult to understand and to compare easily, therefore true charge is limited. No	sin					
Dinid	Watson	Wes.	Yes		Magefully protect concurrent more	Tes		Noticere	
Martin		the Consumer Care Guidelines							
Wayne		Not sure / I haven't heard of the Consumer Care	4						
RG.		Not sure / I haven't heards the Consumer Care	d Yes						
Park	No.es	Paradial land	Interaction X mineral by power companies.		exempt the absert companies will find other work to maximize confit.	Tes		nd .	a a
Robye	Gandell	No.	My power company does not engage with me and makes it difficult to compare prices with other companies. Ro	Part Sulsa seems just as important as parts 2, 4, 7 and 9	No benefits under options 1 and 2 as some power companies will continue to do nothing. Option 5 is encompanient and companies to grant 9, if these audences are considered insportant enough to usered to sover companies all sales of the audentees cloud be mandature aution 5.	No	Option 6		
Brian	Souter	Not sure / I haven't heard of the Consumer Care	d No	sun					
		Buildelines Not sure / I haven't heard o	4						
Нарру	Stevens	the Consumer Care Guidelines	I dan't know what even consumer care guidelines are						
Lyndiay	Saliagher	No	Mercury is a perfect example of thisbraught out trustpower, and smadled up administration costs ANS census feecI. whilst trying to lock you into a fixed term plan and reducing the quality of product while they're during it (braudsond quality in remittan).			Tes			Reducing the suct of power for all Shey he making phenomenal prafes I
		Not sure / I haven't heard of the Consumer Care	d Te		Dylain I	Tes			
		Guidelines Not sure / I haven't heard o	4		Cyrion Tilods to provide a good balance between sustainer protection and compliance cods for suppliers.				
Care .	brown	the Consumer Care Guidelines	Yes			Tes.			
Angela		the Consumer Care  Caudelines	Need to be complutely with penalties if power companies don't camply		Cyrian d	No	Power companies want to make maney if not compliancy it won't happen		All power sampanes should be an Power switch . Big companies should paymore for power owitch than small companies.
Carol		No	A person unknown to us was able to change our electricity supplier without any advectious. We then found out when over one man't later we were disconnected from power as this person had not goal the bit.		Support option II	No			A more regions check by the electricity company that the outsiner has the authority to opy-up.
					Till undoubtedly the best course of action that all auctioners remain connected to the electricity supply, as disconnection has connected to the connected to the process of the process o				
Non	Peopoly	ws	I have frequent communications from my retailer advising me of features of their services which may be of benefit to my household, I do not necessarily office all the suggested features, but that is my choice.	These becaused yet but I believe the multiplicity of the working of the guidelines is cost that many of the sustainers who are lakely to get in toolder but playments, etc. anough how officiary making through other benerminding in the guidelines. Subject that there is a need to simplify the working to enswer that the customers, as well as the netalies, understand the intentions of the continues.	Ex, and analysis the fact classes of a last to find all columness reviews a control to the effects by eaging at a sequenced as the control to the one budy control to the c	Tes		No garanted.	No comment.
				gudeinec	has all the necessary technology to be easily reached, I can imagine how income consists, a customer may be disadvantaged, unintentionally, because they do not have direct assess to such equipment. How should the installer be required to ensure that any communication that they send is in fact releved.				
Davig	Adby	No	Suppliers still act intheir own interests, with their only thoughts around the affects of their actions, being how consumers will you can't the effect on their reputation.	Acting at they are absenced	all and alphaneterine contraction	Tes		No.	None
			тим ин техня и пред при пред пред СССССССССССССССССССССССССССССССССССС				Think option four its better option. The guidelines should be mandatory and enforceable with		The cort of annual contract and discount and any
Manuah	Lett	No.	I don't believe they will be effective with the guidelines are sampulsory.		Option dwill provide the must protection for concurrent by requiring that all aspects of the guidelines are followed. The other options allow retailers to put their avenimenests ahead of complying with the guidelines and the interests of connects concurrent.	No	I think option four is a better option. The publishers should be manitatory and enforceable with appropriately persoance fines for restalent who fast to comply with them. As dismestic consument we noty an engulation becerves that tages corporates are giving us a fair go, sow stately have the ability to admire this as individuals. This is expecially the case for industries with strong established players and high harmers.	The authority used immediately make the parts of the guidelines in option I mandatory, with the remander of the guidelines to became mandatory after a set period of time (ony 2 years), to allow retainest time to develop any politics core processor exercises y to comply with them.	The costs of prepay power services and disconnection and reconnection services. These costs effect the most value size in our society and we should be trying to encure they aren't burdened with unnecessary additional costs when already facing handstop.
							to entry for new competitions.		
Martin	Ganood	No	Propay cates are too high and the opcom prevents people in debt from prizing theoper electricity by changing supplies. Also, the protestion for medically dependent people docust work when the code is valuatary.	Sup.	Make it all nandatory - anything lock doesn't makinose protection	No	Option 6 - make everything mandatary	No.	You have get to stop to generator retaines gouging the cyclens and bring electroity-prices down as the market was copposed to - it did for 2 years then the next 2011 hours done acting as the gentaines know the regulator wors do acting
toy	rel	ws					Assessment of the second control of the seco		
Anne	Prench	No	Power priors are too high, and because the durdelines are valuntary, power companies pay by service to them, inclead of being focused on customer service, they are focused on making a profit.		Option 8. The nation that it will imprece costs for power companies that they must pass on is abound.	Tes	Any option that makes companies behave in a occulty responsible way - and actually care for their customers: - is good also hower companies deriver an economic sensor. This means they must be regulated. The power initiations between the company and the individual customer is extense. This will reflect it conserved.	Uncure - though I think the Authority has been timed over this issue.	Climate adoptation, including working with custament who wish to generate electricity using color PV, and offer them a sensitive buy-back price, and incredives to drift to solar.
mar.	Phone		Markette continues self-reasses			The Control	redressit somewhat.		
Peter	Wiei	No.	Yes		This is all goldsoc. It's eathing to do with the efficient and reliable delivery of electricity. This should be handled by MED/Work & Income.	No	The co-called vulnerable is an issue for Work & Income to deal with, not the intolers of electricity.	New about having a discussion about the rehability of the system. About time of use pricing.	Why aren't local lines charges built into the 5/5Wh cole? My supplier can do it, so why can't everyone else? Afterdill,
(REDACTED)									
K zahe	Nathan	No.							
		Not sure / I haven't heard o	4						
	LPMIS.	Guidelines							
Secreth Conflict	Melington	No.	I didn't know there were Consumer Care guidelines, and houng now browned through them, I don't know if any of the electricity companies things used take any notice of them. There are important subgrands in the market had options we have inchive. Ye adulated where making a cost is, the first land is coursed, the construction one in manimization the benefits the re-disamblers.	ter answer to question one. The government's priority should be the welfare of the people of the swursy. All the parts of the guidelines are important, and should be made MMSSATORY.	Option Each first chacks, neighe starting with Option 2. There is no doubt that even making as always (option 2) will still lead to increased power prices as several things as they are just exercise any company that does follow the goal erizors will not be able to compare with these that don't bewell the playing final place.	No	Option 6, See previous arower, in a market led system, unless the the regulations are maintained and policied, same will try and fiddle their way around the rules (see the US electricity system - little	Option 6	IX there a way of complaining to the electricity authority?
			Zeoland where making a positio the first (and i suspect, the priority) step in mannoring the benefit to their shareholders.		please.		maintenance/investments in their lines, creating quarking leading to dangerous vegetation fives, blackousts.		
Alexander	Jeune	Not sure / I haven't heard o	d Yes			Tes			
Helen	Plane	the Consumer Care Guidelines							
Sale:	San-	No	Power companies only want profits therefore else is just talk to look good. Do anything so long actives is a profit. No	None		d Tes	What competition?		
Greg	MPlex	No.	I mixedly hald a last water loss due to apple control failure. My supplied till not all at my aducate against the lives company and to half to joy a callout fee for the lives do to repair their own equipment. The lives can builder jury and executioner is these.  Yes		Option E. E. is clear that profit drives all decisions about concurrer relations. A valuntary code is a hubicrass solution no doubt due to habbying.	No	The EA is too close to the companies and does not have consumer interests prioritised ahead of Company Interests.	ea ea	
		Not sure / I haven't heard o	d d						
Прра		the Consumer Care Guidelines							
Beckle	Domid	No.	Ye						
mbe	Berhan	No.	Almost impossible to have contact with a human. Cuctamer care is poor and always seems decigned to create borners if there is a						
Angela	Gibean	No	I dan't think innovation and competition is encouraged and guidelines should become mandatory. No	Sure .					
Kalph-Peter	Mendiriks.	Not sure / I haven't heard of the Consumer Care	d Shauld probably be computory.						
Robert	Gallagher	Buildelines No	Yes		Support option d	No	Option 6 K better		Experovisiting Offering current outcomers came options as new customers
Direct	Janes .	Not sure / I haven't heard of the Consumer Care	d Too		Tolumbay smartably finits as option 2 is a non-starter. Options 2 and 6 chaude not have succeed costs for outcomer canadering the excently announced profits made by the companies. Option 6 would give the med control over enoung compliance and is professible.			No.	Profesion
		Guidelines			prime make by two companies. Option it would give the most control over ensuring compliance and is preferable.  Option I Doing nothing means nothing will change and there is always coomfor improvement. Out on 2016 cares with a sixt symmetries. "Prime I -1 -1.				
Carl	Dyeming	No	I have recent experience in a power company not being transparent about it's charges when I was fooling to charge provides.		Option 1 Doing eathing mean nathing will change and their is always close for improvement. Option 2 cold comes with a cold somewhere. Option 12-6-1 third consenses will be set to him everyone being as the case page with good understanding. Option 3-6-1 Mandatory white cooling security gives does perceive an option active desire.	Tes		AS	I have found difficulty trying to sharpe provider because I can't get dearquates on prices that exable me to compare applies with applies - pricing needs a standard
Alan	Maliedta	Wes	Voluntary guidelines who decides if they have been adhered to and what happens if they are not	part 68.7	Tilke option 8. Does these guidelines apply to lines companies? The should because I tree nutrily and more than half of my bill is lines charges	Tes			Exec companies
Louise			I would tile a more direct consultation with a person by phone or exact, as present the email opposits out available with Contact colors for the state of the contact colors. The contacter experience when the contact more board is charact and the meters based of ofference of the contact that the colors of the meters based into the sepacine board is charact and the colors of the meter based into the sepacine board board in the colors of the meters based into the sepacine board board in the colors of the meters.		Cyrisian three is greferend	Tes		No.	Clarity about who is responsible for the writing carring rate the neter board when there are different owners of meters and different supplies involved.
			provides who have the wrong at the bottom of the meter board into the separate town houses? Vector says if syour supplier but Vector own only one of the meters.						different suppliers involved
Anne		No.	The Guidelines are not coverely delivering their intended outcomes. The Electricity Authority's own review showed that retailers, are not constraintly following the Guidelines. That is consisted as to consumers.	THE, but the other parts are abovery important and the Electricity Authority should commit now to making the PLES, set of Quadeline resolution as come a possible.	Consumers need the protection of all parts of the Guidelines. Citiy Cytion & provides this.	No	No. I prefer Cytion & Pinose summit nowto-making the full set of Guidelines mandatory.	Please go alread with Option E and commit now to enandating the full set of the Guadelines of the work must be done in two stages, please include Part 9 fees and bands) in the first cage. But it is important that you commit new to remarking the full set of Guadelines catality this commit is desirable in fuller.	Please investigate and consult on the following source as soon as possible: Disconnection fees. Prepay prices the lask of submit data on disconnections, including a record disconnections.
		Not sure / I haven't heard o	4					Amount of stropped continues	Transferred transf
Vidara		the Consumer Care	Tel						
LINETY	SHEART	rem sure / I haven't heards the Consumer Care Guidelines	d This is the first have heard of them. No	Surv	Maintingfolt-wording anyone?	Tes		Try tricing the working on satural human beings to ensure strain be understood?	Test all that bureaucoids wording with those artimary consument III
Stephanie		No.	My electricity bill is ESN more than it used to be 2 years ago even though fin a law user. No	Low users shouldn't be purched for concerving energy, trenytime I get my monthly bill I get praised by Mercury for being a low user but now get no benefit from DML. I also used to a hauly; pay on time A. Still do but get no benefit from DML ratios used to a hauly pay on time A. Still do but get no benefit from DML ratios used to a hauly pay on time A. Still do but get no benefit from DML ratios used to a hauly pay on time A. Still do but get no benefit from DML ratios.	Cyrisin 6	Tes		No	
Med		Not sure / I haven't heard o	4	go and an analysis part of the fact of the					
-		Condebnes							Prices 1 Early supply fee, way excessive 2 Mare incentives to use power when it is supplied most by recewibility. Apr
Mounte	Marri	No	Aren't publicated, not known by a lot of people	"Should" Streetines not MJST	More pressure on companies do what they should	Tec			Priors 1 Stafy supply fee, way excessive 2 Marie incentives to use power when it is cupplied most by renewables, Par example, all cottomers table to access mile day losen cost electricity for water feeting when photo voltacits at maximum outside.
Alice	Hids	No	Very few people are aware of the guidelines and the concurrer care requirements of the providers and concurrer. That power provision is printed elever for characteristics when the congress informative wise particle by public money is also a competting reasoning for many-particle super substances from the provision and form the people discharing the power provision.		Clyline X	Tes		No.	Provision of protection or discounts for low income earners could be considered. Relates from all power providers should be distributed to ALL consumers.
			resurvey or more tipen distillative by the power providers		Eleteve in consequences, and if companies are fursed to introduce policies that allow poor behaviors by consumers, then we all suffer from higher costs.		I am ent happy that all consumers are finited to pay increased cost to help a few consumers that don't control		
Robert		Mod days / Library has	Ye		Option 2 will make clearer the duties of companies without putting undue burder on consumers who do responsibly pay their bill on time and in full.	40	I are not happy that all consumers are forced to pay increased contriblely a few consumers that don't control electricity use or leadget properly.		talar cates of credit for power produced by private consumers.
Anne	Complett	the Consumer Care Guidelines	198	<u> </u>	<u> </u>	Tes	<u> </u>	<u>                                     </u>	
(REDACTED)									
Geoff	Nam	Nec .	(Ve not heard of these auderbee; but source it's to ensure the service activities of electricity management and auderbee.						
rest.	Collec	Not sure / I haven't heard of	The set has all of these guidations for Expension 1, is ensure the enviror privation of exchange indications is sentimentally expending the stage for the exchanging of people of the stage of the exchanging of people of the exchanging of people of the exchanging of the exchanging of the expension of the exchanging of the exchanging of the expension of the exchanging of the expension of the exchanging of the expension of the exchanging of the exchanging of the expension of the exchanging of the exchanging of the expension of the exchanging of the e	I cayee, but the other parts are of aimset a much significance. Port 2 months be agreen, as IX Parts, Anything about the contexts a contineer agrees about one yrings care as are for feet the company about to charge, and when. Abourhers is the part about electrical procurant to exhall both, disease are with context and supply a reduction in the use of focus fuel-business electricity green action and focul fuel relate thousehold appliance?	Cytion 6. If it's not mandatory, they can pick and choose what they do. If the bills get too high, we will change to another provider. There is (sot) enough				Climate change awareness. As classific an eather answer, electrolly-companies are going to do very well out of the reduction
- Congression	- Lary	Guidelines	energy in a significant way. Given how much more we are going to depend on electricity generation in a future without focal facility would think a power company could affect to help finance how power-using applicance into homes or give away UED light.  In this without it depresses their all sent of worlds:	dedicating resource to enabling a safe, climate aware future through encounging a reduction on the use of focol fuer-burning electricity generation and focol fluer retaint household appliances?	competition in this market to make that possible.				chould be mandatory.
mak	MOR	No	I think the big three are managulating protect.  No.	This base's get anything to do with pricing		Tes		ea ea	dive the little guyc eg tiwe electric a fairer go
Karen		No							
Rosina	Price	No	Providing paying sension to the the obligation to ensure that consumers are on the cheapest plan possible by ensuring that their daily sharp in high-in-in another how title power you also, you daily sharp will be high.	Provides seem to consider that online warnings (if any) serve to cover them in cases of non-payment. Their only arms to cover themselves in close where their could close tad publishing for them.	Option dix the only one that actually places customer rights over suppliers profits. Saying that competition will benefit the consumer is a joke, activer is no competition.	No	Option 6 K the only option that actually promots customers. The electricity sector has no desire to provide things power for concurrences that would have their observe profits and majbe they would have to accept lower claims and bonues. There is no competitions the power halds by:		
			Thave had to help people who lottheir power connections when they had sudden financial problems and sould not pay their				www.sawws.ald biosites. There is no competition in the power industry.		
Metin	Massing	No	These hald is being people who lett their power connectance when they had under financial problems and could not just their lists. The joiner compares the meants should care for their as people and allow for them as could not provide their lists care that the period of the country of the co	Park 2, 5, 4, 1, 6, 7, 8 and 9	Cyclon 11s wespoosible, option 21s spraning the problem option 11s amountal response, option 6 is common sense.	No	At mentioned nation many is needed.	No.	toternational studies show that hydro power is the cheapert from of electricity, but that does not show up when you compare costs in NZ with what I have gold when himny in Canada and the USA.
			who are well off. That is not fair.						

Design Nation 1

									TE MANA HIKO
		Q1: 0o 1	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	20: 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?	QJ: What do you think the benefits to domestic consumers will be under options 2, 3, and 47		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	QS: What issues that fall outside of the current Guidelines would you like to see us consult on next?
First name II	25.1200	Response	Can you tell us more to support pour answer?	oponce If no, please tell accepts garts of the Guidelines you think prevent the greatest harm from according to concurrent.	Open Ended Tespense	Response	If no, please tell us which option you think is better.	Open Ended Response	Open-Ended Response
Mari N	M.Dowell	70	Need more dwar and eacy to find glan and rate information and clear whether includes or excludes OST						
Mad D	ouncan .	704	Pawer's pretty much available full time. Player industry is quite competitive.	s All seem pretty reasonable for both power companies and users		Tes		No	Can't think of any
rabet o	ameron	No.	NET-tydra/geothermal and potential Tribil gover should be returned to public/listic ownership.	Excessive user charges. Proper cost/benefit analysis is required, and power companies profits monitored by dovernment.	Option 6 - with a review of Electricity Authority costs and performance outcomes.	Tes	Option & response above.		Public awardisp.
George		Not sure / I haven't heard o the Consumer Care	d N	E cure		Tes			
		Guidelines							The current model does not seem towark in the interests of the consumer. The issues are too complex for me to understand
Marray S	that	No	Electricity is unaffordable for many and harm is being caused, some companies do not always follow the guidelines.	t The "greatest harm" does not mean any unnecessary harm	Under Cyclons I and 2 nothing will change and there would be little benefit for consumers. Option 8 will provide same benefit and Cyclon Eithe most	No	Power companies have shown little reason for me to think voluntary guidelines will be followed. They have localing truit.		The current model does not seem to work in the interests of the concurrent. The issues are bas complex for me to understand well enough to it in not over that concultation would be useful unless detailed analysis and the development of options was completed in advance.
Drives A	Anderson	No.	A certain amount of electricity chould be fine, comething like water metors, we need electricity for the basis of life, Anditheir are lise functioning or disabled people who will always seed copported on desaffully loss benefits from MSD.  Ye						
			are law functioning or disable operate who will always need copported on denality too benefits from MSD.						
Sur V	Rood	Not sure / I haven't fearbo the Consumer Care Guidelines	•						
					Think there's value for 2,1 and 4. Appreciate there's a cost is this but ithink ultimately these guidelines are about treating humans like humans - said you		That makes sense - most power provides; would say they follow these guidelines anyway right? The		
Alby D	Danies	No	Y		Think there's take for 2,3 and 6, Approxise There's a costs this but think witnessly these guidelines are about treating busses like humans; as if you like guidelines are about treating humans that humans in the properties of the properties the properties for the properties of the properties from the properties of the properties from the properties of the properties from the properties from the properties from the properties for the properties fo	tes	compliance means that there can be consequences if it's not followed and concurrent have correcting to selyon in the world case szenano	Ab.	
Sec. P	ww	Wes							
Juhn G	100	Not sure / I haven't heard o the Consumer Care							
		- Constitutes					Power companies could camply with the voluntary code but they aren't so what makes you think they ever		
Pable		No.	The state of the s			No	Power companies could comply with the voluntary code but they aren't or what makes you think they aren't would. Makes drives behaviour district that companies will avoid costs if pocosite and or voluntary cannot be expected. If you want companies to comply with connecting, make it obligatory.		
		Not sure / I haven't heard o	4						I first low power users are not treated fairly
Sando		Eliza Consumer Care Guidelines		I don't think they make these guideline creatily available copeople know about them.	Titlank option I will make things dearer with our getting people over whethed with too much information	nec.			
Heather		Tes	My power company does to best to serve its outcomers well.  Ye		1 do my own research, but I guest mandatory guidelines would be of accotance to those concurrent who are lest capable.	Tes		No.	I will wart for consultation. I'm skay with things the way they are with my power company.
Madeth		Not sure / I haven't hearbo the Consumer Care Evolutions	d Timow that outh guidelines have been examined ed. I won't aware of any implementation or enforcement.  You		Option Govern; the best. I am concerned that same sustainers may use five access to power without intention to ever pay their way or make any contribution. However, I would perfer that to seeing the valentable cuffer.	Tes	I think Option &is better but i think Option I would be more acceptable to most people.	No.	When my daughter was studying in Canterbury they paid a regular amount each month which made budgeting easier for students. At the end of 12 months there was corretines a credit if less power had been used than estimated.
		Not sure / I haven't heard o	4			Tes			
Louise		Die Consumer Care Guidelines	W.						Fairness in charges. Work hard to keep them down for everyone. Communication by phone if excessory
Direct 10	Militare	Wes .	No. Y1  Let one could a multiple-cause i due to qualith the header on full.  Y2	S THE RESIDENCE OF THE PARTY OF	Either Keep Skings as Skey are or pursue Option 3	Tes	Option 1 K my preferred option. Look after the wainerable people and their children.	No.	t den't think of any at this time.  Forest about a dentitions.
Ann		Not sure / I haven't heard o	right very service regliff because I don't switch the heater on fulf.  (f	HOME & NO NEED TO CUT POWER OFF WHIRK IT IS MADE IN NEW ZEALAND.	Syron v resonant digglet and why side?	No.	system is now preferred option. Look after the nutrientally people and their children.	wing are your registering some upwalls I have the money to help people is a better option.	rego eron exertible.
ted to	Redgecod	the Consumer Care Guidelines							
zon B	tuder	No	My cuppiter only looks after themselves						
			The power companies openies all the Electroity Act and Republishors and set their own "Brigal rules", "to get a resolve the continues his to get a Utilities Disputes. The companies dust't care about the customer act they are after all exit their customer hist. The energy supplies. One maniple is the user requires it juited power att are histories have a subhibution to capity their IVI.M. IV. The power companies of more than the power companies of the best active specified power and the power companies of the best active specified power and the power companies of the best att any open plante supply its active power and the power companies of the power compani						
Stat 1	taytor	No	The energy-applier. One example it the user requires 3-phase power at a new house in a new outdursion to capply their TV but.  The power company refuses to allow this activey claim the subdivision is only designed to have a lift any single phase supply at						
		Not sare / I haven't heard o	each property.						
Bradley N	Machines	the Consumer Care Guidelines	Y			Tes			
Malosim N	Maskill	Not sure / I haven't heard of the Consumer Care	d  I hadn't heard of the guidelines. At first bluck, it feets like electricity priors are generally too high but I two t power as samething that I don't need to think about once I have regired up to a provider.		sprefer 4, full implementation of the guidelines, short accept that this will lead to higher prices.	No	I would ouppoint I if you can't face doing 6. Think creatively about how companies implement rules that are realistic without charging more - conyou do that?	Nucleut can think all new.	I would like to see the electricity market completely reformed but I assume that is outside your brief.
		Buildelines Not sure / I haven't heard o							
Hugh Li	edite	the Consumer Care Guidelines	My understanding is that there are some some power supply companies who are also wholesale provides to the net work. How reliable are these type of companies in supplying as affordable price to the end user. Softwardshandage.		Cython Boounds Best.	No			Should a provider power company also so be a wholesale provider of power to power companies.
Dinid P	novan	No.	All the cheerful contact and "typecist" in the world don't make up for high prices and excessive profits.	None of them, including 2,6, 7 and 8. Voluntary guidelines are pointecoin controlling a major item of concurrer and producer exceedibuse.	Option 6. Plus control of excessive grafits.	No	Competition is not keeping price down. Significant tax on excessive profits and mandatory expenditure or maintenance matrix.	Tec. Ensure that infrastructure is maintained and updated, and tax excessive profes.	See previous.
reather 5	lymes	No	They shouldn't cut off the poperat in rather charge them connection fees, outrigeous. Nor should top up t be so expensive on pre-paid packages, again tots the poperat.	Core	Option Eacthe poored will benefit, I won't but it's about the gester good	Tes			
			year part and particular special from particular special production of the particular special particular spe						
			studence. Part builtet powers had as My idea of a possible intentionality my not be the came as yours. I can believe that you're right. There's no way to measure possibility of a relationality; it's my word against yours. Second points						
			only company, except some cast by government, and as a summary cast sources as a source, and a say a summary continues as a summary of the companies of this, and do it well if they didn't they do be before it. This list of companies are the summary of the summa						
(MEDICALD)		Tes	access to whatever it is you've string. The companies accomplish this access. The sentence above the last three buffer points had no indicately to the buffer points that on middlesship to the buffer points the constituent of the sentence of the sentence buffer to the sentence of the se	i ser	Respite government out of the process as much as possible. Option 2 would hopefully remove the hot air, allowing the existing concurrer legislation to	No.	See my answer to the previous question. A government has no business selling a company to sharpe more of	If you think electricity is "too expensive," do things to make it less so. Compared to nuclear, wind and saturfains are a waste of money, and they have the environment hydrogen is stly because you need 15 watts of energy	Treat electricity generation like any other business. If the government thinks the "poor" can't afford it, increase their welfare
			guidelines." Pourth builet point, roll av. Of course electricity is important, And what's this "people and whanau" My Maon districtory selfume that who nouris composed entirely of people. Leave out the "and whanau" and you'll have a more logical		do Rijob.		that people canget cannot long without paying for it.	to get enough hydrogenite give you a single woll of power. The best way to lower the cost of electricity is to make it easier to produce and distribute.	checks, don't take it out of the pockets of people who are responsible enough to pay their bits on time.
			sentence. PBM: Of cause they do. How do you measure it? Is Company N.TH: more respectful than Company N.TH: Company C. 28% more constructively engaging than Company D? The sentence is nothing but hot air. Sock: It should be three sentences. The						
			first statement is true. If you take samething without intending to pay fair it you get yourself into legal trouble. Competition K supported. Economics 323. If your company disess't compete, it fairs, tinoustion is one of the ways you compete. But you can't						
			Power companies largely fail on providing advice to their own customers about what plan is best for the auctioner. The best companies distribe monthly reviews, but few companies distric. Power companies fail in providing equitably prized power.						
			Those who use perpay or card type systems of tee pay a significant pressum for their power yet this group is largely those who already struggle with paying their lafts. Power companies fall is last of provision of payment options. Pew if any allow outbaness						Power companies already have excessive power in relation to their outcomers. Lite and failed payments show on credit instances correctines further penalising those who struggle with their finances. There should be greater effort, responsibility.
Juliu B	Marder	No	These companies beging the or providing dates in their own continues about their plans in the left for the collision. We fort if the collision of the left for the collision. We fort if the collision of the left for		Cyrlon Emoct describle from the above decorption.	Tes		46	Nationes, connections further penalising those with struggle with their financie. These chould be grown effort, inequinositility by provide reminders and extension windows for symmetr. Perfectably without impact on contributions of these agreements, are adherend is. I also believe though that power compones of board not most on direct debit payments. They already have the above power over considered conditioning they direct send to resid on direct debit as payments. When is the tour?
			accept interior payments. Not all companies give advance notice of date and amount to be debited. The cost of implementing custable account reconciliation systems chould not be all amen'ts this option. (In fact must electroity-retains; can and do take						the above power over outsimers credit ratings. They do not need to most on direct debit as payment. Where is the tout?? for outsimers who wish to initiate payment on except of bill or by due date. If for one tile its control my own finance and
			intervel basing payment but most still bully outsiness into direct deals righters, by socialing on direct deals at ogs up. Same of the power companies also fall in their cancies for allostable power, citing on huge profit receives that are not fully justified by their given reasons of investing in future generation.						make transeconty as needed into my titt paying account.
Bilber N									
Billian N	Mari	Wei.	There had no discontraction with my supplier.		Cytion Science gettinable.	100		No.	No hulber comment
			These changed supplies every two years once 2001, clusting 2017 find change. Each time I sign with a supplier it is fed 2 years to accept the lower to the County of the C						
			with a large house, pay-by automatic payment. Consequently one must ack why the cupplier on each occasion wouldn't seek to been me as a sustainer. Notice of the opposite reasons count abot consens. Not because the cupslier instead my are prised the		Make parts to fail the Suddrives mandatory. If they're left valuetain commercial procure will inevitably forms the valuetain code, any increase in co	a a	Make parts 150% of the Guidelines mandatory. If they're left voluntary commercial pressure will inevitable forms the voluntary code, day increase in cost would be worth the consumer protection. It needs to be		
Ren P	Nowman	No.	and don't expect me to be able to run the figures through a spreadsheet. Do all the big supplies do this and cold enough customers out that it is worth being a few. Alternatively all the big supplies do this and accept that the outcomers they lose will	Esare	would be worth the concurrer protection.	No.	Make parts 1504 of the Guidelines mandatory. If they're left voluntary commercial previous will inevitable turing the valuntary color, help increase in cost would be worth the consumer protection. It needs to be remembered that the suppliers don't have a good record of outsiner care, indeed they have shown themselves to be reparative, when they can get away with it. See my finit commercial to the consumer of the consumer of the consumer or the consumer or the commercial themselves to be reparative.	MA .	nane fin aware of.
			be made up by others chifting on from their competitors for the same indoor. That is, the viscous increase in charges. I accept this counds bissive but why into losing a good customer. Could it be the suppliers in a market that is so much in their favour they						
			don't need to care about loong customers. Maybe they're incompetent.						
Graene C	adav	No.	Under the control of						
			process, one man young near of laten from the title cof funge where the mechanism is entirely different. These are using geothermal energy.						
			Looking at price per unit, and discounting line charger, there's a huge discrepancy between the price I pay General for energy and the price they payme for the electricity I return to the gold through my salar panels. While Secesal offers "fee hours" electricity		Cp. 1. Act understand it, the "Guidelines" are strictly that. A valuntary code which power companies are free to adopt - or adopt wasts of, or event, so if the				
Not 8	lader	No.	from time-to-time and discounts the electricity true for charging my IV between the hours of Tyon and Sun, and Dischelps build "positive relationships", the bad feeling left after being paid a foction of the retail charge for a unit of electricity, undoes a list of Tyon		Qs. 1. As understand it, the "Suderlines" are storily fluid. A voluntary value which planes compares are free to badge; and the story of the plane of user repet, so if the significant common precision drong extended recision greater protection drong extended protection from the plane of the significant to an extensive security or the significant to be significant to a significant the significant throughout the significant common from "heet".	No	Option 6 provides an overview authority which option 8 surrently lacks.	These may be other options, but I consider that options I and 6 address most source concerning protection of consumer rights.	I'm a pretty non-discensing concurrer of electricity, but I disflee! hopped-off the differences in setting electricity to a supplier and the amount required to buy it back from the supplier.
			The good. Buying tack electricity that you've possibly generated yourself and being draiged excessively for the privilege doesn't assist positive relationships with the supplier.		better than either of the first two options. Op. 6. The most effective option for giving concurrer protection some "treeth".				
Noyden H	100per	Not sure / I haven't heard o the Consumer Care	d Unious as my own retectation with our supplier has been reasonable if not always catefatory, but then you have to realise that you are not always optic.	Fact 2 / What reads this stuff and fully understands. Part 6-, TRX are most relevant but not having had souse them I can not comment on how effective they are	Cyroin 1/ Mandatory compliance and the power companies have sufficient profit margin to absorb any costs.	No		Browne Statt all guidelines care in "plans triglich" without legalese or corporate speak	
		Guidelines Not sure / I haven't heard o	4						
Maria		the Consumer Care Guidelines							
Notice to	Milyen	Not sure / I haven't heard o the Consumer Care							
Ten -	trentisis.	Buildelines No							
	here!	Ma.	The power companies do not care about what the guidelines consider to be "best practice" and as there are no "sensitive" can	Barbara Thomas and an order of a surface of	Option 6		A clight morease in carts would for our weighthe HOURS spect trying to get electricity providers to accut concurrent and may avoid the hooles that their idea of "competition" cause the concurrent.		
anet K	name!		space them.	a make were are 3 Mygride the c and "harm" is a cutyritive term.	Aprile 1 - The name on interpretability of control to goods concurrent broads involution of their result. Cotting electricity provident discs out work.	-	cancumers and may avoid the handers that their idea of 'competition' causes the concurrent.		
Sue		nun sure / I haven't heard o the Consumer Care Guidelines	The state of the s						
tio .		704	can only speak from personal expenseuse. N	Core					
Ethere B	telanare	Nes.							
Allan P	ranting	No.	There are exactive profits at all the vert of the cupply chain. Seven the drive to greater dependence on electricity as our source of energy there needs to be most greater emphasic on and support for more greenation and god cupport. Solid buy-back rate in the sevenal are reacheasted to exceed an extended on the color of color of the color of	t ture	Cyption I is probably the preferable choice at present. Lets see if power companies respondi	Tes			
			general are madequate to encourage this source of supply						
Dirug			Y			Tes			I think the absent companies chould ACMAY'S give the BEST order to their outdomers, home outhories we harter if
		Not sure / I haven't heard o	4				As previous answer + anyone can became a valuesable outdomer to ablink of an eye, so I think expenses		Think the power companies chandle Annothing the the ERT prices to their customers. Some customers we tester at expectating and acting for a feature could appear to author? As we discould a feet of people of the extre could be those as that option is buildiable. Power companies chandle along the group customers the best people prices it is continued. It entity to that the extremely a feet of a feet the continued and the continued and the continued are continued as the continued and the continued are continued as the continued and the continued are continued as the continued are conti
Earne		ove Consumer Care Guidelines	Name of the Association (Control of the Association	A LAND	Cyption 4: The more informed customers are, the better. We cannot trust the power companies to do these things valuetary, inc.	No.	As previous answer + anyone can became a vulnerable customer in a blink of an eye, so I blink everyone should have access to information before they could patientally need it. Sorewanted it foreamed.	See Linear	that more educated 8/for confident outsiness have the know how of how to began/regotate for a better deal than someone who is thy 8-not so well educated. People chouldn't have to be "negotating" with power companies to get the best
									deals. It's inherently unifair.
Robin		Wis					Noneal competition until we assist to our power promotion. Noneal content of the		
zuha O	200	No.	Too one sided - total buyback side does reflect retailer putting their rates up. These should be in sync.	E Garte	Power is generated using prevaluity state-owned assets in many cases. Needs regulated priorig and regulation to allow for the future snort miorigrids to operate.	No	No real congestion until we optimize our power generation, trival usage leverling demand so we don't waste money on single proposition lake Undow. Rather use technology to level this demand and provide more resilience to our grid.	Solar buybads rates and daily connection charge needs to be looked as low-use rate daily charge has doubted then 10% again in a few years.	Use technology - put pressure on manufacturers corbotall appliances dowing a reasonable current, heaters, overs, dishwashers, dryes etc have some smart tech to allowing scheduling.
			As a company, they seem to try very hard, but are at the merry of the big players when it corners to priorigand more creative capply a transported. $N$	Act just said in previous comment			The log players definitely need more unable.		To enable locally community owned networks to be set up and community controlled eg with a single KP point for a defined community if feel this would encourage local resilience, local eg solar or word initiatives, and less retained on the network in times of out emergency.
Barry A	normal PSG/8		copply arrangements.	no, yeal Cald to provious comment	Appear to	No.	ove argusprocide tracky need more controls.		warmanneys over this would eccountie tocal recitience, tocal eg. colar or wind initiatives, and less reliance on the network in times of our energy-nay
			I've used what is now denects thengy since it was MBs energy and Hamilton das Company, around it decades ago, timos then they've behaved like any other commencial copplex, getting as much world as decades for their products, while resources.						
Dec D	Drangool	Not sure / I haven't heard of the Consumer Care	The sade shallon's two developed and control was that energy and informational company, more of behavior, ago have the hardy the information and open developed and open and the special for the open and the shallow gain with the business. Wy this Marketer shallows resident uponly, appear got that is a paratite for the Openia. Many was deep upon and the paratite shallows and the paratite shall be an extended to the paratite shall be a shall be an extended to the paratite shall be a shall be	None. Ham prevention results from actions Ellien by suppliers and customers. I don't intend to operable on what other coppliers and/or customers do.	Obviously, I suggest Option 1. If other companies cannot reach my supplier, then make mandatory and youth creat regulations (enforced) to correct the shortful.	Tes			
		Guidelines	ten years ago. This in the 5st five heard of the CCO, so obviously they haven't figured anywhere in my past association with Genesis, perhaps we've both been during prettywell, most of the time. >)						
			tiectnotypricing has now reached the stage that it is beyond the means of not only the lower class but middle class New						
Dince B	tmery	No	terrises, persongs are a count are using princy seen, must use seen. Fy the Control princing but now in readhed the cases that this beyond the measure of not only the bower class but middle class them bendesings. This is in excitably producers that are also existed referent of electroling have carefulls of interest which drives the principle. The Childrichy producers also have the addity to recomplish the wholesale principle with facilities generation particularly purplet theres.	Conformately the guidelines are just that a guideline which power companies pay by sensize to with eal end result of cheaper power for the consumer.	Cometic concurrers will only benefit if the guideline care made mandatory.	No	Exceptions to be seen to the control of the second section of the second	It will be difficult enough to get these guidelines accepted so adding additional ones will only draw out the process	One area that needs to be addessed in the time of the consultation process. The longer this takes the more people will die due to their hollothy to pay for electricity at its surrent price.
Julie .		704	20 peik timer. Agant floregrang above on different affordable plans Ye			3 Tes			
Pelix H	solvener	No	It's a jungle out there and very hard to compare. Too many retailers and restrictions who can serve whom.	tue					

Design Maria



	01.0	and the state of t	Q2: Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring	to		Ot Server and the server server and the server serv		
First same Last same	Qui Do	Can you left us many to upport your arrown?	Consumers?  Resource If no sleape tell or what parts of the Guidelines roughly the property have from the consumer.	Q2: What do you think the benefits to domestic consumers will be under options 2, 3, and 47  Overe trainificances	Trusca	Q4: Do you agree with our preliminary preference for option 37  If no, please tell us which option you think is better.	QS: Are there any other options you think we should consider?  Open taniel forquese	Our finds foreign
Callum Mazes	No.	All walls, and actacheuring one requirements	neighbors in the present line to be the guartes of the subsections year terms prevent use greaters raine from subsecting as consumers.  Note that	Quadrines should be computery	neques.	и по, рован ист во меня просен учествень с ветим.	Upini sinda sequine	Open make technical
Sheryl Gorgulu	Tes		WG	os.	No		No.	
Avita Lepper	Not sure / I haven't heard of the Consumer Care	of .	No.					
(NEACTIC)								
Christine Philip	Not sure / I haven't heard of the Consumer Care Guidelines	of .	THS					
(RESACTED)								
ewray	No		Yes		Tes			Look hard at competition. Make it easy for retailers to do things that are anti-competitive, provided that the activity benefits
	Not sure / I haven't heard	of the contract of the contrac		The benefits of three and four (and I assume they buth include signor 2) would be to provide considering so that power companies sould not have		This bearing out the forest property and the Personal Indiana and the Personal Indiana and the Personal Indiana and the Personal Indiana and Indiana a		said hard grampettion. Mote it expeller estatevist all supports are not competitive, provided that the activity bearing consciencists (ii) liveral produce (iii) placements to be the table and with the estation would need to collabor. Not example, have estatementally conjugate on an amporter updom title estated (iii) the execute of all electric exhibits to shade. Statement is all default exhibits exhibits the estatement of all exhibits and exhibits and exhibits and exhibits exhibits exhibits and exhibits exhib
Alan Liddell	the Consumer Care Guidelines	Of That never heard of the guidelines. On the radio and TIVTher and in my local papers read simplicants about the cost of power to people who are unbugge about it and allegedly cannot pay for It but it do not know what is a reasonable price for gower.	Not sure	The benefits of there and Shot joint Jaconer they such include opins of javoidable by provide consciously confull power companies could not have different proportions and make one of this thy action in sociations with those makes it the cures makes it as class in section in a confusion of the contract in the consequence is and not interpretation. Clearly 6 will be better than 1 as, despite the additional cost, it will be comprehensive.	t No	is no need to exclude them from the benefits that consumers have.	Provided SNET the choice made is computing, I assume the IA can impose pessitive for breaches and if it cannot, then that is an option that should be considered.	instruction from the vehicle owner but otherwise the default instruction would apply. Retailers could contady an operate in the prices that solar panel users were paid for power going back instactive gold as that the users were encouraged to put power
								into the grid when it was most needed (and pashfor it). This could all be computerized but it would be much cheaper if retailers were able to co-operate in using common systems.
Adolf Stoombergen	Not sure / I haven't heard	Ind  Fowercampanes will want to sell the most make profit no matter what is can.	Not sure People should pay for what they consume.	Option 2	Tes	Option 3 may increases prices, printer Option 2.		Matching  One certain-baseholds. Line fees, Low start, Me toll is obtained to ones, I don't use a lot am camfully.
Ein July	the Consumer Care Guidelines	Power companies with want to self the most make profit no matter what is cost.	Not sure		Tes			One person households: Line fees. Low user: My bill is reliculous to cover. I don't use a lot am carefully.
(REDACTED)								
Roger Procer	No.	They do what the regulations require of them and no more. Fromble, the electricity system in New Zindand is fatally flowed and always will be when a social need in provided through an objective with profit as the prime motion.  It is a provided to the provided of the property of the profit as the prime motion.  The provided is the provided of the provided of the property of the profit as the prime motion.  The provided is the provided of the provided of the property of the provided of the						
IN MATER	No	is spine of the reduced out of, e.g. data cafection for more mater maken's the cast periody continues to rise. Never companies are playing posts took that are we chose neutral periodic for softwy say, for the concurrent effectively paying for this? Why are we implicing a yearone and form individual because it will not never continue to the continue to the product of power generation's have been diverginded because of points of identity.	THS	to my experience working on the power inducting, power companies world do anything until they are legislated - and then they still game the system.	Tes			Splitting up the gentaliers. It's a redge for prox gougns.
Lyn McCondise	No	generation have been divegorated because of postnick identity.  I think some of us on the borders may need to be better fitted into the actual events.	Yes	widen and deepen E	Tes			I Think aytion Kneeds a stronger impact.
Sarah zanse	No	If the power retailer that I use is correct, timening that the Ecompanies that have a dronghold on the wholesale supply operate their retail arms at a foct but because of huge profits on wholesale supply, come out with bisasted profits. This directly reports	Not our	I would like to see mandatory rules governing treatment of customers.	No			that having read all areas of the guidelines, but going an information gives directly by the power retailer that I way, the wholevaile maket needs to be engulated & therefore concalend on with anti-competitive facts suppliedly.
	_	direct power installers prices & therefore consumers. I don't understand why this is allowed to happen when the outsidese directly impacts the cost to consumers.						whilesite maket needs to be regulated & therefore concutred on ( with anti-competitive Taxis supplied).
		and that the "Nutritiality members that in 1978 If in particular made a positive for gradually place the power underground direct what not one underground task been placed underground since the "torregulation". We take profe in our little hymnes and keep						
Andrew and Rackstraw	No	This said of a wife faithful section of the faithful s	We have to a caring scorely and we have an abundance of power there is no way we should treat each other in a channel of way- counseling, and guidance are the way out of such situations not treating people with no kindness and bullying	Are the guidelines cufficient and disthey provide a "It for purpose" regulation?	No	t da not understand the question - samy!	We should have an easy access to the decision makers	Ameaningful dictate on such an important subject
		wires underground was now "their responsibility" My neighbour treny has the ugliest pale in the region and is thatlenge you to find anything more ugly.						
Egins Lander	No		No I dan't trust power companies to do the best for their customers. I think the guidelines should be mandatory.	Option 4, with campitance code monitored too.	No	I think power companies should make their compliance costs clear to concurrent.	No.	Neoperas
Notard	No	Power sumposes yourselves for executing subserver, as it is not an exponential process and summer.  Although Sorest any previous electricity supplier a copy of the hospital's export on me for cleep agrees, and it examined all shouldbe using a CVAP machine. I are now an excessional CVAP over another there supplier would not account me as an expensión plane or all.	Yes	Cyptoer Eac "voluntary" just does not work.	Tes	Option tils best		Recognises  A considerate description of their this power restricts seeds to be enforced, and every company should fine to put it is exactly the case or occlosed any estimates seed to be englated as the exactly fine tells put destined. It there have no proposed to the englated as the exactly produced as the endlated as the exactly produced as the endlated as the end of the endlated as the endlat
modi garuka	Not sure / I haven't heard of the Consumer Care Guidelines	od .	Yes		Tes			
William Cutting	704		Yes	aptour 6	No	ek	zi el	get prices down
Singhen Dayle	Not sure / I haven't heard of the Consumer Care	w .						
	Laurence .							Other than discinnection and reconnection fees, and I wonder have many households are discinnected because of bill
	4							payment issue. No company is going to give their data willingly, showing who and when that it would be interveting fair sameane to monitor. Those outdoment that are having touchle paying get persisted again with reconnection fees and who knows whatever measure-creativite employ to manage had payers. Does! It become an option of eat or keep light and
	4	Current guidelines are not mandatory, I think they should be. In my recent contact with electricity retailers I have been asked a	Again the guidelines should be mandatory. Of concern is the administrative aspects of customers details, their care and information being used in age up, managing accounts, the even changing and increasing feet blamedon instinual levies. Must	Ophios Es the best option, to protect in very one value of protection and before Es extremely difficult to compare privacy or for the protection of the device of the second of the seco		Option 6 is our shours. Make the sector accountable and everyone on a level playing field. Same homes		warnth, nomec we have visited without a fire of come bind including one our own family are not warm enough, they just tayer on the diather, go to bed, huddle under rugs. That's one family, one income family, gue hot water and fire (can't afford
(REDACTED)	No.	Curriet guidelines are not mandatory. If that they should be. In my recent contact with electricity retainers there been asked a couple of time of there are health issues and device impacted by salk of electrotity. I have repited no but not all of my contacts have asked. Obviously some retailers follow the guidelines and some may not.	Not sure resolves are advertising how easy it is to change to their company but until you dig deeper come are not declaring feet for earl termination, not sure if resolves deey stilling on new outdomers because of poor payment histories. Electricity should be availa-	y sonister. What alors of jugon and complicated terminology and it's easy bugive up and citay just but two ginse increases in a manths, regardless if one is a blie subband levy increase, is competing us to reduce energy use to be able to afficial the bills. There was no refund for fixed daily impacted by the Cycline	No	Option tils our dision. Niske the cector accountable and everyone on a level playing field. Some homes don't have constructed in the advantage of chapter cities, and come customers con't live is narral, where times companies give residents annual relations and § which could be used making a contribution to their player costs. It don't times is don't have by pay more for customer care.	I doing have enough knowledge about putchin other options many up and make the guidelines roundating and tighten up the sector's accountability.	to use (1) and a head pump, Our grandshiftens builded up in tayers for warrish for forcers, not warm and there are three and the property out of five and offer-circle. We see fruit hand the difficulties, fortunately there is one income from work, detend to think if they time do a bleerefulf their demonstrations. We have an experimentation and are strugging with cost of
	4		is everyone in the non-everyone same insurance, a very one case as a masser with its power amountingues desirable.	monthlying on politicity makes states the background makes remissional construction stated amount on the committee and the committee of the co				being and power. We have been researching retailers to one where we can stream the dulturs and with fill-style choices. Better manage our power wage, this been difficult as the information provided by intainers of different or presented in a second provident of difficult for observations of better the information of training to define the proof formation and another provident another observations.
	4							And the contraction of a constraint by a contract by the contract of the contract by the contr
Phil Quine	No.	The consumer has very limited options in tenns of time competition.	Not care					
		As the electric companies, are privately and audito's owing their main focus is to make as much profit as possibly, within		2. No chaige. 1. Nocative change for better centure, bound to be at a higher coch to consumers. 6. Best option for consumers, but unless then's more connections. Stiffmare coch to consumers.		If we have to be prognounc to probably the best option.		A Public Works act to allow a matter dans to be fault for hydrominating prevailable. Concurrence dues a good pilled companing affirmed general companies, but the resognation of a failure for the facilitation between companies in a failure for a failure for the failure failure for the strangement enough to it of proving a month of the failure failure for the failure failur
Laby	No	Ac the electric companies are privately and publicly owned their main facul is to make at much profit as possibly, within regulations.	Yes	competition, collimore cost to computers	Tes	If we have to be prognotic to probably the best option.	I will find agilian flour, with more competition could be before for conjumers.	chould be able to get the best deal. Companies chould advertise "power cwitch" one-achteit, with attent of other bill. Less profits to companies/shareholders, more for future electricity generation. Sort must not subsidies anything connected with
peter	No	Custamen's who would like to export electricity to the grid should be given a greater incentive to do so.	Yes	сугон с	Tes			Social fields.
Direct Eng	No	make the guideline mandatory	Not sure			of Stac's what the expertisions they cannot qualified to disagree, neither are 99% of the population		permit electricity companies to peralise non-payers, or reward on-time payers
265 Rabinson	394	Totals my most positive relationship has been and is with General. I have previously been with You's and Contact.	THS	Cyrisan Ewould create a level playing finit.	No	Option 4 again creates a level playing field for all concerned.	No.	Perhaps take Genecic as the standard to which all others invulate.
George Brown	She Consumer Care Studelines	or .	THS					
	Not sury / I haven't heard of the Consumer Care Quidelines Not sury / I haven't heard of the Consumer Care Quidelines							
Canada	Not sure / I haven't heard							
Michael Haines		od d	Not care	Cution 6  Why should there be 2003 to assumes for profit dover, compares (jump of whom have been making cuper profit for decided) to behave responsibly				The ease with which intalies case prices bear elation on manners are of angiong partners and extensioning of risks, not to the contribution of feer scalety in the post to the (innerestate and other) covered of energy correctly bring delivered. This
Direct Finding	Not sure / I haven't heard of the Consumer Care Guidelines	ud	Notions  That is defined to accomply the property of the complete to the deplete to the deplete to the accomplete to the complete to the compl	Other 8  Why should have be a compared for profit others compared joiner of when have been reducing cuper profits for decading to behave respectably with the reducing control to the profit of the decading to behave respectably with the reducing control to the profit of the decading to behave respectably profit with the reducing control to the profit of the decading to the decading to the profit of the decading to the profit of the decading to the profit of the decading to t	No.	fee previous assers: toducity capture ILLas sour for the Audhority to consider very carefully, without any "Aunit solving" accounting or justifying their concidend prozons:	na.	The east with which inclaims case principles in distinction maintenance of sequence profits and extensioning of risks, not to the contributions of our scorety on the part to the (promovable and called) covers of energy controlly being derived. This abbracation shadows ("written" if you hallow mission cases, via government, to meny government/shadows by country in large. Public seed a missional said with one reconstruct profits that is exercised, proper prooff (or controllers, souther as signifi-
Megavi		od .	Million  That is difficult to assistan. There are on prestites for one originate by existins, bell registers in tall an interest to use the number of advantage in the distinct of the supportation of flower parties and time the distinct of		No	The previous answer, tolknow copium is an issue for the Authority to smoother very constudy, without any "hand wavery" incurring an justifying their consciously process.	w.	The sale with which includes case principles in relation to assessment of segang profits and externalizing of risk, with the contribution of an assessing the part to the provision and start places or design promoting being provided. This individually shall be added to the contribution of an assessment to the segan grownizing being shall be added to the contribution of the contributio
		od .	The colfection and the "Read or any profit for our confidence" by colfection or any profit of the colfection and an annual to late and an annual to late and an annual to late and an annual to the and and an annual to late and an annual to lat		No	her principal annual to bloody against in an insule for this Auditority is insuled over questially, without any "Suite aways" insulering any pathonic three consolered position.		The east will while stations can price be or other to exercise of a spring pricing of exercising of day, with the confidence of the confid
Ned Punnell		od .	Service  Model Administration (Note on equipment from constitution (and confidence and confidenc		No	the parameters that the guiden is as took for the administration of considering control and considering without any "Seed among" counting to justifying their considered parties.	n.	The case with which decisions are permitted reduced in extensions of appropriate and extensioning of risks, with a contraction of the contraction
Ned Punnell		od .	Not self-self-self-self-self-self-self-self-		No	New general series that any quarter set least facilities to thought to studies any castlely, without any "New energy" intensity a pushing that send that pushes.	N.	The sear with while informs are prime from informs memorisms of regime prims and memorisming of miles, with an amount of the contraction of miles and the contraction of miles and the contraction of miles and the contraction of the contractio
Ned Punnell Nance Brace	This sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.		Make a Make Shark bester. These are quartered for our organized by orders and designation to the plant of the second of the seco		No	leg promos promo siderito gilorio sen melendi sia dimen si mender esta peridas, albusa any "Tele ameng an apeling the an amende passion."		The case with which inclinate any period has inclinate assessment of reging price and extracting of risks, will be also as the control of the
Sand Fusine S Nance South	This sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.		Section  May all find the section. There are applicate from an extensive part of application and authorities are sectionally and the section and authorities are sectionally as a section and are section as a section as a section and are section as a section as a section and are section as a section as					
Sed Pushell Nance Brisis Dear Reynolds	This sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.		Marketin Michael Sender - There are appetitude for our confidence by reflect, but injuries to discover the sender to send the sender are respectively and any proposal of their orders are by the deliber "base".  The sender are respectively and any proposal of their orders are by the deliber "base".			To present some today upon som som toda sharing to make very queller, without any real-world forming a circle first incidental and real-world forming a circle first incidental and present to the circle forming and to the circle first today of the circle forming and queller today on the first present containing to the circle present to provide containing and circle forming to the circle present to provide a present to provide containing and circle forming to the circle present to present the present containing to the circle forming to the circle present to present the present containing to the circle forming to the circle present to present the circle containing to the circle ci		The sea with while informs any period be informed interesting of region period and entereding of relia, with a season of the period of the per
Ned Pulsed Nation Miles Dean Reynolds	This sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.	od .	Make a Make Shark bester. These are quantitative and operating of the state of the definition to the state of					
Note Pushed Nation Missis Dean Reynolds gibes Nation National	This sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.		The second secon					
Seed Paintel Stone Stone Chair Stone	This sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.  Mod Sure / I himself beaution the Containment Carle Could black.			By called the continued to the continued by all the continued to the continued of the continued to the conti			_	Any size which displicts the displaces and they percongenite to displace a series or recognition to experiment the company of the control of the size of the control of the
Marine Parinet Marine Minde  Cloba Reynolds  Glock Valletin  White Valletin  Gury Lawrince	195.  Statistics / Theoret's bandle for the Contention Care Contention Care Contention Care Contention Care Contention Care Contention Care Care Care Care Care Care Care Care	And a second control of the control	Market Parket Secretar Secretary and Association and Associati	By called the continues to the continues to the continues of the continues				
Noted Pushed Noted	195.  Statistics / Theoret's bandle for the Contention Care Contention Care Contention Care Contention Care Contention Care Contention Care Care Care Care Care Care Care Care	And a second control of the control		By called the continues to the continues to the continues of the continues			_	Any size which displicts the displaces and they percongenite to displace a series or recognition to experiment the company of the control of the size of the control of the
State Published  State State  State  State S	This was / Theory's based on the control of the con	And the second s		By called the continues to the continues to the continues of the continues			_	Any size which displicts the displaces and they percongenite to displace a series or recognition to experiment the company of the control of the size of the control of the
No.1         Familia           No.0         No.0           Date         Repolite           Prior         Value           No.         No.           No.         No.	This was / Theory's based on the control of the con	And the second s		By called the continues to the continues to the continues of the continues			_	Any size which displicts the displaces and they percongenite to displace a series or recognition to experiment the company of the control of the size of the control of the
But         Passed           Bute         Mass           Date         Republic           Date         Tolknik           Bute         Substant	THE COUNTY   Theory 1 hand of the Co	And the second s		By called the continues to the continues to the continues of the continues			_	Any size which displicts the displaces and they percongenite to displace a series or recognition to experiment the company of the control of the size of the control of the
No.1         Particulal           No.0         No.0           No.0         No.0           Obs.         No.0           Obs.         No.0           Obs.         No.0           Obs.         No.0           Obs.         Obs.           Obs.         Obs.           Obs.         Obs.	No. 10 of 1 habors 1 handed to the control of the c	And the state of t		By addition to make the content of good to except the content of addition between the content of			_	Also man shiph shapid to the hashborn, this distribution has been supported to displice to specialise as a same polythological specialism and
	No. 10 of 1 habors 1 handed to the control of the c	The state of the s		with a control of the	No.		_	Also man shiph shapid to the hashborn, this distribution has been supported to displice to specialise as a same polythological specialism and
Marie Magnetic Marie Marie Magnetic Mag	No. 10 of 1 habors 1 handed to the control of the c	When is sell, when they peer repay on that a word it provide an every with two. At the first annual dispersion are the sell of the sell of the peer repay on the sewer it provides a compared to the sell of the peer repay. The sell of the peer repay of the sell of the peer repay of the sell of the peer repay of the pee		By control to the control to the control to grade to the control t			_	Any size which displicts the displaces and they percongenite to displace a series or recognition to experiment the company of the control of the size of the control of the
Name	No. 10 of 1 habors 1 handed to the control of the c	The state of the s		with a control of the	No.		_	Also man shiph shapid to the hashborn, this distribution has been supported to displice to specialise as a same polythological specialism and
National	No. 10 of 1 habors 1 handed to the control of the c	When is sell, when they peer repay on that a word it provide an every with two. At the first annual dispersion are the sell of the sell of the peer repay on the sewer it provides a compared to the sell of the peer repay. The sell of the peer repay of the sell of the peer repay of the sell of the peer repay of the pee		By control to the control to the control to grade to the control t	No.		_	Also man shiph shapid to the hashborn, this distribution has been supported to displice to specialise as a same polythological specialism and
Marie Manada  Marie Magnatio	No. 10 of 1 habors 1 handed to the control of the c	When is sell, when they peer repay on that a word it provide an every with two. At the first annual dispersion are the sell of the sell of the peer repay on the sewer it provides a compared to the sell of the peer repay. The sell of the peer repay of the sell of the peer repay of the sell of the peer repay of the pee		By control to the control to the control to grade to the control t	No.	Spine codespars 1 of the publishes residing blooders years for push engagement of the push	Name of the second seco	A fine year which dead in a fee baselmen is that they are compared to digital to gette as a see political to explain a value of the problems o
Name	Name of the Control o	And the second of the second o	The Control of Control	with the control of t	No.		Name of the second seco	Also man shiph shapid to the hashborn, this distribution has been supported to displice to specialise as a same polythological specialism and
National	Name of the Control o	The A SIM, also the party region and dark sound dup that is a usual publish, A SIM for a sound region grant or a sound of the control of the		By control to the control to the control to grade to the control t	No.	Spine codespars 1 of the publishes residing blooders years for push engagement of the push	Name of the second seco	A fine year which dead in a fee baselmen is that they are compared to digital to gette as a see political to explain a value of the problems o
No.	Name of the Control o	The A SIM, also the party region and dark sound dup that is a usual publish, A SIM for a sound region grant or a sound of the control of the	The second secon	with the control of t	No.	Spine codespars 1 of the publishes residing blooders years for push engagement of the push		As your which durable in the facilities is the paper companies to adopt it appears as a compatible to the paper companies to adopt it appears as a compatible to the paper companies of the paper companies companies of the paper companies c
National	And Andrew Training Control of the C	The country of the co	The Control of Control	with the control of t	100 Mars 100	Spine codespars 1 of the publishes residing blooders years for push engagement of the push		A fine year which dead in a fee baselmen is that they are compared to digital to gette as a see political to explain a value of the problems o
Name	Name of the Control o	The country of the co	The second secon	and process to the control of the co	100 Mars 100	Spine codespars 1 of the publishes residing blooders years for push engagement of the push		Any out-which dispated in the basishments and dispates compared to dispate in species as any priff beauty of the control of th
No.	And Annual Property of the Control o	The AL STATE OF THE PROPERTY O	The second secon	with the control of t	100 Mars 100	Spine codespars 1 of the publishes residing blooders years for push engagement of the push		As your which durable in the facilities is the paper companies to adopt it appears as a compatible to the paper companies to adopt it appears as a compatible to the paper companies of the paper companies companies of the paper companies c
Name	And Andrew Transfer State of the Control of the Con	The AL STATE OF THE PROPERTY O	The second secon	and process of the control of the co	100 Mars 100	Spine codespars 1 of the publishes residing blooders years for push engagement of the push		Any out-which dispated in the basishments and dispates compared for dispated in specialize as a sea print beautiful production of the compared
Real         Assertable           Water         Majoritis           Winner         Valuable           Winner         Valuable           Water         Valuable	And Annual Property of the Control o	The AL STATE OF THE PROPERTY O	The second secon	and process of the control of the co	100 Mars 100	Spine codespars 1 of the publishes residing blooders years for push engagement of the push		Any out-which dispated in the basishments and dispates compared for dispated in specialize as a sea print beautiful production of the compared



									TE MANA HIKO
		Q1: 00 y	ou think that the Guidelines are currently delivering on their purpose and intended outcomes?	Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to	QI: What do you think the benefits to domestic consumers will be under options 2, 2, and 4?		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other actions you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
First name Lau	of same	Terapansa .		to the contract of the Cuidelines you think prevent the greatest harm from according to concurrent.	Open Ended Resposie	Response	If no, please tell us which option you think in better.	Open Ended Engines	Open-Ended Response
		sot sure / I hoven't heard of the Consumer Care Suidebres			Option two, Because electricity is eccentral for modern life, expensity the disk electricity suppliers should go the exits wife to occur that problems are handled as well as possible. But then again their are propile who will take advantage of this.		I find this a handquestion as mandatory regulation Leeds to bloated bureaucisty so is a double edged ownst. Bloated bureaucisty, seeds to more expense and higher prices.		
cyrit the	wires	The Consumer Care Suidelines	Yes		handled ac well ac possible. But then again their are people who will take advantage of this.		Bisated bureautacy Leeds to more expense and higher prices.		
ower		84					Whether and the second second of further than only of the authors for one and full and		Propayha: always been very polarizing, some advisers advacate for it strongly as an exactlent mechanism for concurrent to
zames		ns	The guidelines were agout first step when they were introduced, and it was the right call to make their guidelines other than Cade. They were a significant, postive charge from the earlier valuetary guidelines. Natwickle right time to reassess that.		There is no need at this point is make all the guidelines mandatory: just those park that affer the most protection to concurrent. You don't want to unnecessarily reduct innovation.	Tes	Yourstay guidelines are coll appropriate for the other parts of the guidelines, but you would coll want confidence that establishes are following them is an aligned way. It's important to leave space for immovation, and powered receilers are secured the nanoware clanations to Ecology with them.		Proposition investigation on particular planes advances advanced for it cliningly as an explicit mechanism for concurrent to manage their supplies. Chiers this reclined to finals and cell disconnections. If generately control mere than pool only again to it less to supplie count to move model, with higher metering posts to enable the regular remote disconnection that occurs planes as supplies count to move model, with higher metering posts or enable the regular remote disconnection that occurs planes as the proposition of the country of the proposition of the country of the countr
Neville		186	Our cupplier meets the guidelines objective. But still very expensive?!  Yes						рания постероння поветняет мутичения сопротив на поме жоле, постеность не жолеров или пописывали.
mobael on	nert		* belg sustainers access riverstring services that are affordable to them: * affordable needs to be defined to insugates that what people can afford annous enamemoups, depending an occure, car of fairing, and locationers N.Z. what about * help outsiness. You consistent of the provision of the state income and fairing too *			Tes			with regards to the price per wist, customers have no idea whether the price is reasonable in terins of campany profit/justend as recentlibody that gives consumers the information that they allows them to change power oupplier to a lover critic and rest.
									à lower price per unit.
Malosim		the Consumer Care Suidelines							
mil Do	oraldoor	Sut sury / I haven't heard of the Consumer Care buildelines Sut sury / I haven't heard of the Consumer Care buildelines							
		Suidelines			Option that shown not to have worked. Option 2 is same as option 1.1 are pretty sure that the power companies have people smart-enough to understan				
A Tariq San	seed Militi	40	constant had been found to be inschedung.	The above mentioned parts do address the mannessaes	Opinise Tubus chave not to have washed. Opinise To Linker Ar opinise To Linker promity was that the power companied have prompts what executed to what is seened of they provided not to comply and their bitakes the working on several "sufficiences", then they are being too smart by had. Opinise Takespit the Mosco on the reams points. Opinise the run (See Either resculation from the companies.	Tec		Bundles convoirs need more structury. So do landing autobalis.	Price variation and profits of the companies
gavan mo	creati	Sot sure / I haven't heard of the Consumer Care tundahour	Not so			Tes			
Bartlett Pro	navo		Yes		Cytion 6 would provide the best benefits	No.	Option 6	All appears thould be made mandatory staff.	more towards a cyclens where no one is disconnected because they can't afford to pay their power bill. prepay power
		sot sure / I haven't heard of							prior to be investigated to ensure the people drugging the most don't pay the highest amounts for power.
Lynda Ste	tevens	the Consumer Care Sundetimes	New just read them and don't understand what they are trying to achieve. It shought our concurrer watching did thictype of thing anyway.						
Max		sot sure / I haven't heard of the Consumer Care	This is the first five heard of them. I'm ancesting the curvey to make one point. Providers coght to be required to have considerable usage informations at that one uncomprehensibly compare affirmed unsidering plans. An present it is very difficult to compare one provider's plan will morned promised component better this inhibits competition by difficulties.	to Not everyone has a reliable internet connection or the ability to accept he information thereon.	tales; guideline; are mandatory, there is little incentive for providers to comply ather than periodic bad publishy which inevitably leads to we'll dishette enquines.	· No			A preambed & regulated pricing information obligation that makes comparing plans accessible.
MIN		Suidelines So	ta compare one provider's plan with another provider's options it betwee this swhitns competition by obfuscation.  This						
Dec Ad	dtos	196	YK						
Manwick		90	I believe few componers are following the guidelines, they should be made mandatory, and the EK should adulally get into gear and act in the interests of consumers.  Yes		Absolutely Option 6. And any cost increase will be trival and can be easily absorbed by the companies from their current super profits.	No	Option 3 seems like the usual EA half-way winpy response to the situation.		Next consultation should be around the flawed structure of the market and the pressing need to separate generation from setating.
sleed Wi	than	sot sure / I haven't heard of the Consumer Care							
		Suidelines Sot sure / I haven't heard of							
Altson		the Consumer Care Suidelines							
zerod			Since the denotionalisation of the electricity infractivisties price have dejicoched while companies spend more and more on one-unfractivisties related expenses (such as manketing) to compete. The companies should be feb		Cytion Gyrundes the best protection	No.	The sector needs to be highly regulated as concurrent cannot trust electricity component to act in good faith. They have never shown they can in the past.		
			cook.  My electricity provides connections on globals, with complete data regarding my power usage. They note any changes in use, and also recommend possible changes to package. They also regularly offer alternative payment possibilities, chould These any Texasional difficulty.						
Gretches Spi	patringer	ns.	and also recommend possible charges to package. They also regularly offer alternative payment possibilities, should I have any free-paid officially.		Mannally, I would say that learning the Guatelines valuating leads to self-regulation and all the problems (observed with Stat. Movemen, It have listed on the websites of several power providers (not as of Steen), and it seems to see that they currently abode by the Guatelines.	Tec		Nair's Blone of July.	toformation about various pockage plans, buying supplementary power packes, etc. seems very unclear to me.
Bruce		sot sure / I haven't heard of the Consumer Care buildelines	Yes		Cyrisin X	Tes.			
tan			White companies can be both generators and retailers there will not be an effective market and there is no effective competition. Yes		option 8	Tes.			proper competition in the market
palva		sot sure / I haven't heard of the Consumer Care	Never heard of these guidelines, thing voluntary and knowing how the large power companies are behaving with high prices, it follows that they are not working:		Options for a make sense in the current environment, Some out of conquisions is necessary, I reject that these obligations would automatically result in some	Tes			None
Robert									
ctan		sot sure / I haven't heard of the Consumer Care	Naver's heard of the Concurrent Care Condehnes						
George		Suidelines So	They simply don't make a good attempt to address the cyclomest needs:	I believe they can and do get away with senating the quale lines	Direct I	Tes		Propend with outbox 15 and anothlist any old 1 moreon.	No.comments
Mie Be	et.	90	796		Cyrion S	Tes	Option Sor Eat lead. You cannot trust/ why on companies whose sale underlying aim's profit.		With any future rules, you should gut agrafit cap on the companies If they exceed it then they must reduce priors to the sancares. Of course the cap allows for future investment accretion.
			The intent of the guidelines is good, just a share my intalling liberatic Eway (Art Tallousing them, five had dedouclistures casted with them for ready a visit, and even with tall intervention for virit is receive a conductory response.  Not see				Anything other than mandatory compliance will allow retailers to wriggle out of their responsibilities to concurrent		concurrent Of course the cap allows for future investment acneeded.
Steve So.	outhall	10	with them for neady a year, and even with EA intervention (veryet to receive a satisfactory response). Not so	W Harm somes in different farms. Each of transparency can be equally barreful	Cytion 6- nake themail mandatory	No.	GANGAMENS	Transparency so all information and source data is disclosed and acceptable from retailor websites	The rale of metering companies and customer access to the detailed data available in customer on air meters.
ton to	torgan	Sot sure / I haven't heard of the Consumer Care							
State		ns.	Tec, they are delivering to some extent, at least with the company I deal with. But there is still plenty of room far improvement.						
			We live in a rural area close to a countal village 1 and a half hours from Auckland. We constantly have short outages. There seems						
zenatler Po	nce	100	the live in a rural area close to a counter village. I and a left hours from Auctionit. We conceasely have short exages. There is sense, it is the run research for those, that the hardy we publish before lived in the counter of the		Clysian II	No.	Makes what is a public good originally funded by the public meet its public obligations.		The effect of increasing cody on the economy. Rectaining the South Island differential. Making it mandatory to charge concurrent on the time they use their electricity and make it easy for concurrent to do At the moment it is eat.
			years expenses.  This time is cell stated of analyty account about the price and concell different place when thinking of changing. They explain  Yes						
Lytine		to sot sury / I haven't heard of	the benefit but out the negatives.		Option 2		Sony getting tao zamplex for me		
zaha zer	natings	the Consumer Care Sundelines							
Sharan		10	They are not delivering a cost effective sensor - largely anotherstable by a considerable portion of the community. Not so	•		Tes			
Lynette No	ewby	100	Electrolty providers are obviously taking little notice of the duidelines. "Plans', twostes, communications are getting increasing unclear, tupport services (hely dieds etc) are only helpful if you know exactly what you want.	Peec are very important also	1) - na point, not being followed now 2) as above 1(sk d) both possible, but why increased cost if they should already be voluntarily following the Guidelines?	Tes			Profit at the cost to-outcomer, and the use of said profit.
EM M	tiner	sot sure / I haven't heard of the Consumer Care							
		Sociary / I haven't heard of the Consumer Care buildelines for cure / I haven't heard of the Consumer Care buildelines foot cure / I haven't heard of the Consumer Care buildelines foot cure / I haven't heard of to cure / I haven't heard of				Tes			
Ridell Sid	40	The Consumer Care Suidelines	Yes			Tes.			
aus Eur	unaen.	the Consumer Care Suidelines	YK			Tes			
700Y		sot sure / I haven't heard of the Consumer Care	Law not cure if the guidelines have made any proclassite difference to outsines experience or encouraged competition/fair phosphetween retaries. From my point of view, all there sees is electricity phose stong and my provider retaining a motion posts.		Think must be effic would be far agins 1- but it would depend on what the "added costs" actually are - particularly in light of the tage profits made exemply by the lagger relation.	Tes	But it would depend on how much the additional code are	Option 2 through already considered, I don't know to what extent installers are not currently alreading by the guidelines so do not know the scale of the position nor the size of the additional benefit from making some park mandatory	Perhaps came information from the retailer residing the cause of the electricity they quark and its outstandality
		Suidelines not ours / I house's beautiof	pring between relation. From my point if view, all have seen is electricity prior, our gland my provider making a macros print					park managery	
Ponds		the Consumer Care Suidelines	The only communication Light's constant price rose redices. Rost or	w Where is option in guidelines for negotiating cities.	Clython 1 or none of the above. We just want cheaper unit sated II	No	None of the options will lead to cheaper unit priors or why bother waiting the time and money. Electroty is exampled by the dament of the cheaper paid for Laurich as articlosures the cheaper paid for Laurich as articlosures the chippilans.		Refer to answer t
Marilyo Bal	ulton	106							
John Bul	a .	sot sure / I haven't bearing							
Myllic		eut sure / I haven't heant of the Consumer Care outdelines							
			The profit manneautical penaghe driver treatment of their canciument at endersed by the ever reconstring peta goinging and equivalence profits actively beautiful peta. And uncertainment of capity actively-maintaine profits active express or chappy. Security is part of the express of capity actively performed and extensive profits active profit active. The express of the express petal and the security performance and expression active profits active. The express is the express the express active performance and expression active profits active to the expression active petal active performance or the expression active petal active performance and expression active performance active performance and performance active performance active performance and the performance active performance active performance and the performance active performance active performance active performance active performance and the performance active perform						
Sensoy		10	Decisionly is a putting good, essential fair health and wellbeing of fathers, yet not even right bottom times are required of these publishes on their sharp affices with highly paid teams to administer what used to require teams of engineers and specialists with highly paid teams to administer what used to require teams of engineers and specialists with highly paid teams to administer what used to require teams of engineers and specialists with the second controlled to the second controlled	y one my previous answer - the model is faulty and designed for company profits rather than consumer affordability and wellbeing. A set.	option it, and profits are sa generous they can well afford to cust up a last of the costs required to keep the rest of us cafe.	Tec	Cytion 4, see my previous answer		see my answer to the first question, the industry needs a total netrivisture to ensure public good rather than private profits from an essential sensite.
			emergencies og drougitis, filosofs, stamburst ett.						
Nay		not sure / I haven't heard of the Consumer Care Suidelines Got sure / I haven't heard of the Consumer Care Suidelines Got sure / I haven't heard of the Consumer Care Suidelines	YHS		Clystein 8	No			
Caute He	ealy	sot sure / I haven't heard of the Consumer Care	To a	Fact I should also be added to the list you identified	Power companies, like most businesses, cannot be sucted to "but the right thing", if they were "doing the right thing", this consultation would be unnecessary. Therefore, update 5 of exhaultibe implemented.	Tes		Carl'think of any, but I an eat malipqualified to have an opinion. Dur't know-enough about the subject	Electricity companies should be enaburging consument to install alternative energy systems that fixed excess energy back into the grid. Currently the rate companies pay is administrative. The rate executs be increased substantially.
		Suidelines Sot sure / I haven't be world							
tion Bed	Planes	the Consumer Care Suidelines	Yes		1do not thrik options 2-6 will materially regrow-concurrer outcomes, but will patentially increase compliance cost, and will likely diffe innovation is outsimer service.	Tes	See previous response.	Address the fundamental problem and properly derogalize the energy market to break the steetaler model. We need a notal market that actually functions and is not grown broads excess generation profits. Better consumer automes with one from actual competition is a working energy retail market.	Address the fundamental problem and properly designate the energy makes tolerank the describe mader, the need a solid makes that admit healther lands sell govern towards question profits. Better obscuree outsines will came from admit competition in a solid question product makes.
Richael		100	Cetting rid of the law user plants wrang. Clider people, working people and cludents who don't use much power trying to save manny to pay for food have been persisted A LOT.  Not can		Cyroan II	No.	Cysten I	Nations	Liew user plan
Conrad			No.						
			Profess of CS Salton 5 and 15 bitton dallars in the last 2 years is a sampletely damning inditement on how works' voluntary						America Austral & Bug of Austral and Landy Austral by the efforts that proceed to think the America Australia and Australia Au
Fluid Gui	was	40	Profit of 03 bitton 5 and 13 bitton dollars in the ball 2 years is a completely damning inditenses on how world voluntary guidelines are. They date in millions white many states from a few says and howest and for many not having the principle of continuous powers they content adheritorably. Prefix complete answer, regulate ball entity profits to a certain Stage reasing the ending orders in the world burgoin from with the pools for a certain Stage reasing the ending orders in the world burgoin from any section.	Executely concurrent have to go without basic needs and have their families charing beds and mosting meals before any help is considered.	Support Option 1 but going one coly further and limiting profess or mentioned earlier so electricity outs can be kept as low as possible white providing agreed profit margins to all electricity companies.	Tes	But with the additional limit on excessive profits.	No.	be replaced with one sentence. All electricity companies to limit profits its vit of total earnings. No doubt there will also need to be come guidance around a Nage of revenue to be used to maintain/upgrade networks, but I don't one any way
			process or one was such process margin.						women regioning to resure disco companies do what is right. It is simply not in the DMA or people who have fluight their way to the top of these companies to suddenly become believated benefacture of the common man.
Reith Go	cebel	ns							
ALISON WA	INLER	win sure / I haven't heard of the Consumer Care Suidelines							
Gavin Ma	tejor		Low income homes are discriminated against, Nower's a right in NZ not a privilege.	All parts are important	Cytose 6	No.	I think all parts should be mandatory agous 4		
Date Wo	roofgor	Sot sure / I haven't heard of the Consumer Care							
Make I		nomenies sot sure / I haven't heard of he consumer care							
manual .		Suidelines	Not to	-					
Mari .			Those seen nothing that suggests electricity conspanes care about what is affectable to their customers, I don't have any 'Astronologi' with my provider (Seen-oc) with estimate bill seet through such month.						
Kithy		**	'relationship' with my provider (deneral) other than the bill cert though each month.  We satisfied anywhership's over a sear accombines been very body. Now they will be not their center or accombine						
Naciona Mo	NLby	40	"Violationally with the provident (Secondary Standards to Bisserf Unsugle and nation.  The analysis of providency of two is pair regularishable before only loggy. Now they are able to provide polymore, except if you take and in continuous on the time they with hold any providency to provide the experiment of the continuous of the character contains.  Take the controllation of and probably particle again. In most first promises in particle or earthing of two or exercises. A first controllation of the controll		Tike the Optional as it is the only one that seems to have any teeth	Tes.	As previously stated I will go with Option 6 as It seems to have the most teeth.	exit sure	putting up priors with hooks, such as only putting the mup if you won't ogn up to broadband is disjusting and chould not be allowed. This should be stopped.
Richard Bal	etros	the Consumer Care Suidelines	Those only heard about people needing electrosty for critical health applicances in their home, and giving people notice before catting off the power, but I think the customer always has to chaor after these things.		Clyston 6	No	Option 4	National Bush value rabile geograph energly statement.	
Milip Ph	braner	ns sot sure / I haven't be and of	Yes						
ant .		Sot sure / I haven't heard of the Consumer Care Suidelines							

Notes and the second se



				02-Da vou s	sures that nate 2.6.2 and 6 are the nate of the Guidelines that request the createst have from overcine to					
			ou think that the Guidelines are currently delivering on their purpose and intended outcomes?	,,	consumers?	Q): What do you think the benefits to domestic consumers will be under options 2, 3, and 47 Open Enable Serspecies		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Find name	Lad same		Graps the continues to the continues of	Response Yes		Open hash diseases  Open Linkson for consum rand, to less the firer wheelights parks matched without webs tables, by the Company, without parallel, or  Other Companies.			The finds frequent  Note for plants to the specific process that when the finds to the process that we find the finds to the process that the finds to the finds to the process that the finds to the fi	Open trianed for general  Apper may provide a trianed to the proper to the proper was included, against the advisor of the  consistence from the advisor of the  consistence from the advisor of the advisor of the  consistence from the advisor of the advisor of the advisor of the advisor of the  consistence from the advisor of the advisor of the  consistence from the advisor of the advisor of the  consistence from the  consistency f
			Toleransian of the powers the only evaluation to the clause described into the control by the lawy bable on the state of control or conversations and of control or conversations are controlled or control power generation specify to control of the post sense the need for an increasing control or control or control or control or control or control or control power generation specify to control of the post sense the need for an increasing moderation or control							
Harry		Not sure / I haven't beard of	Pating to first customers alone selectionly-services that are affordable. Retailers took rook ompetition and innovation	No.	Hamildaes come to concurrence has loss across to consist and are unable to resign, a giff round ento propay, food is quall when place gives not been placed as the first day. Per S. March 18 should be considered in the first day. Per S. March 18 should be the day of core most of those soci are already included in determining the price of service.			These registrates making profits to be used to affort any potential ecosyste in ginner. E.g. make less and audigation of those to called increases.  The profits of the called the profits of the called the cal		Current Sertalers need to be environed. All power generation should be quit for take on that any retailer can buy power true any generator and use author action states that high demand, high prior model. This could also mean some business could buy direct from a generator and eliminates the modifie core.
Singhee	Pulland	the Consumer Care Guidelines No	This many whethis provides using profit for investors instead of reducing back price for consumers.	Not care		Cythian East all guants are inter-finished and excessary to deliver this public good.  **Valuationary revolvments**			If covers the key options to protect costoners.  Union?	Need for an independent fine complaints body with statutory teeth.  Throttic providers should be state named
tan	Red	Not sure / I haven't beard of the Consumer Care Guidelines		Not care			No			
Jan Littiner		Not sury / I haven't heard of the Consumer Care	No encaragement for ratin panels, profici buy back.  They made constally like manageralist pages.	Not care Yes	Fact, IT, Early-principlind, can't be over this will speciate in action.	Option I libet all cocks borne by power companies, with no ability to possibility on to consumers aptions I	Tes.		No. Court Select	It would be great if contacting a power company was expert than 1.2 hours and 5 "seams" to be the tale bod plater wating 40 mins for common to access the planes, And on from its cottan attenuative except in the complete of insure. My expensional was with Mentary through very got there in the end, find it is cast downwested in tale bureaucobic view ().
Allegaer	MMiles	104		Tes		Cyption II	Tes		No.	
2000.	Acres	Not sure / I haven't heard of the Consumer Care Guidelines	I was unaware of these dualisties. They appear account all aspects of their business elaborations with sudament. Whether they are honored is another thing because you only on the Resides to Yess of an issues that also. In these, or should there be an establishing process as there is for Resideal (Indexamenances Disjunct Resideals Scheme).	THS			No.	As mentioned, sperier Clysion 2. Cysion 3 is has the right intentions but this unsure how these protections can be measured in an ongoing process.	LOMMOTISHING AFFANY	Cannot think of anything
Patricia Juhn	Brooks	Not sure / I haven't beard of the Consumer Care	The cost of blectrosty and poor lines and inflactive/ture maintenance	No.	Agen supply cods	option d	Tec		Magain	Agin suits and enurrenance
Tany		No Not sury / I haven't heard of	Biodinings set afficiation	THE		Cypoe s	Tes		WASI-day should have now leets.	
Claire		Not sure / I haven't heard of the Consumer Care Guidelines		THE			Tec			
	Davison	Not sure / I haven't beard of the Consumer Care Guidelines		Not sure		Theorem applican is				
Direct	Wood		Make wasse take not cure is because its for too difficult to make meaningful companions between providers.	Not sure			Tes			uses doubt be more deathy able to compare colds between providers. The current treed for providers to provide insentives for "jumping stop" encourage users to wittill back and forth without being able to properly some longer bein colds.
Richard	Mayle		I would by the of efficiency of customer services was not directly proportionate to institutional star. There is no country equivalent catefulation to be found to communicating with machines.  There are install found competitive services for outsomers to select, testalent are hampling by wholesolies. Only pupily charges	Not care			No.			
Serifi Seriy	Davidson Hawker	105	Then are small count competitive services for custament to select. Retainers are handlying by wholevolves. Easily supply changes have get disclosionly expensive, and price recessor country inflation. One or two persons have make a supply class observable, are as a supply class observable, which is not exceed daily time changes.	No.	These requirements would need to become computary for retailers to order to be useful			Option it is berd, and the industry needs to pay for it by forced and cavings. They have had excessive profits for years. Then they gave babal. The other component careful to excessive profits in the disreger. Power chandle is anothered a near state of south content. The distress conditions of several to easily Sawed.		Power production and delivery should be government constribed and not far yields.
Robard	Mogas	Not sury / I haven't beard of the Consumer Care Guidelines Not sury / I haven't beard of the Consumer Care Guidelines						AND ADDRESS OF SHARE A SPECIAL PROPERTY.		
Angela				Not care		Wil.	No	6 - they can adhere to these guidelines as a minimum and better them if they can	Card Stank of July	Standard Inoc complicated Involving
Markley	Campbell-Cree MAturey	766 786	I dan't heliver the relationship is goother as fact quite the appointe, not do sthock electrical senaces are affordable and little ellivities specifying clomake this better. Companies chould have fast, companies who had a properties greatly extensive companies.	THS		Mandatory requirements are the only way to ensure consumer protection.  Applies it becomes the contract to cost being purple concurrent.	Tes.		No.	
Deara		Not sure / I haven't heard of the Consumer Care Guidelines	I saint halfered to existe who process in the given to engage as, or all other should not execute an all saint and title existence query regime and the beaution.  Companies to chall have for, comparitive princip with visibility nerview.							
Marite	Tweeddale	Not sure / I haven't heard of the Consumer Care Guidelines								
Laure	Templetan	No	Procesor too togh	THE		Сурон в	Tec		Consumer case should be parameters. Within 1 read-to-to-before the stress of a part of the passer companies, that "I see this industry systemly be positive. The proving general and for services on their day, one case should be parameter." If the means conglution them is be it. I moved profess to suggest had the conditionation to all what it is not part of the means conglution the size to be it. I moved profess the companies had the conditionation to all what it is not the means of	d .
Clare	Micalman Wall	No. No.								
zon.	Falmer	Not sure / I haven't heard of the Consumer Care Guidelines	Success and a So Mercury Successor complete Anagon Mercury will bio.	Not care						
Leita	El-Maghen	Yes	TrustPower said us to Mercury. TrustPower compiled. Imagine Mercury will bio.	Yes		Cyrisin 4.  Rigans sameway to provide an even playing finial.	No	I dun't think any of these appoint are the stall answer. My bettefix that all their zealanders have a right to free power and lag business should pay.		Stap group these sampasses huge profits at the expense of consumer
Diana	Houtman	Not sury / I haven't heard of the Consumer Care	entanages a rigin rins a sancourre communiques au procis consona de risuler comm.		Pages Statute of allocated right and this state control to the state of the state o	after remained in become section before it into		five power and big business should pay.	ns .	and the first control and the series of the definition of controls.
[RIDACTIO]		760	Those yould see to non-notification of power call. Take or onegon 20/7 and [REDICTED] are heave of this, but do not advise me.  When contact [REDICTED] is as a why in each confined, they say they were not advised of the power call.	No.		Oppose dia preferable.		No - due to power companies having a monopoly - I disagree. Option 6 is better.	na	Due to the budying ownershy being a part of the power egult - IT is important to shoe up the immospally - more
Angela	Stratton	No Not sure / I haven't beautiof the Consumer Care Causelines Sec	When is colored (MEDICTER) is and why insert neithed, they up they were not abstract for grown cut.  I believe electricity is about right for two cand chould be provided by the government without individual companies profitting from supply.	No.	Many of the public ser not educated enough to read contracts and this is going to be more of an incur-with the youth now, who are even less able.	If follow your recommendation, but fin concerned about consumen' comprehension.			Now die we gistent the valoration, at the Trinsia required?	the Trially, I.Fs, are not being followed.
sech.	Matin	Distribution Care Condelines Sec		THE			No.	Definitely shouldn't be left up to the Electricity sector to samply or not		
Faye	Goggen	Not sure / I haven't beand of the Consumer Care Cuidelines Not sure / I haven't beand of the Consumer Care Guidelines	We get considers about reliance on electricity when paying fields but it is seems like a marketing plop.	Not sure	Annotowe fulk can be dessed.	Assured Lapply with the Daties.	Tes		Magin	Does the company out think they should provide a sensor and foot part of foot feet?
20ho				Not sure	This shap product have a fee discouncies, for source filter or pair to pay any appropriate plants in the pair factors are produced for the pair and particular or payment for their ancient particular of the other particular or for this top and particular or payment for the pair factors are particular or payment for the pair factors are particular or payment for the pair compare factors are instead or payment for the pair factors are payment for the pair for the pair factors are payment for the pair for the pair factors are payment for the pair for the pair factors are payment for the pair factors are payment for the pair factors and payment for the pair factors are payment for the pair factors and payment factors (and payment factors are payment factors (and payment factors are payment factors (and payment factors are payment factors.					
Islama			This Cody why should, it is also shy without provided the first communication from them saying that my power account, luxgo- was lighter than usual & offering come reasons why this might be. My account is paid by direct debit monthly.		take integered to the debt to book continued or independent, if this 800 been a put to grap be reduced, and but the debt if debt or in your suital amount from bearfic. List of communications from the excitament is providely a marily sign facilities to an equal definered, continuers would amountly as from exterior to exterior toget above? Bond, but familiarist may not above this, then has to be sent and affordable amountment to book.	18.7 seators, 18.4 lead upbasic Set if 6 closely it would purely defect the dispolities.	Yes		The power reducity & Securing Ear more complex with relative differing planes, gas, plane B. schmod. (Think Et coming Ensire difficult to people to understand.)	Many discussion between witters & MID (with week permissions)
Binc		Not sure / I haven't beautiof the Consumer Care Guidelines		Yes		Option 3				
Alton	Váccine	Not sure / I haven't beard of the Consumer Care Guidelines	We are happy with our cognition	Not care		Clyster 2	No	If the issues can be adequately addressed option 2 will be cheaper for consumers	No.	
pales Section	Pringle	104 104	the ward electricity supplied of the best possible per to support our horaced family seeds:	THE THE		Option 2  Guiddiner reed legislading Option 1 good compposition	No.	Cyston 2	No.	Tuppip and likeping cods down  Don't Know
Sania Sani		Not sure / I haven't beard of the Consumer Care Guidelines		No.	Fact I should also be included at its supportant. Customer informations that it is assignmented can also cause have. The have can be apprictured in terms of personal informations have graden and used for identify their fit or comple.	Opios 20most have any cubitance, if they guidelines are solventary why would it water if power companies understand them or not. Opiose 3 beliefant partial the publishers is manufacely and and allower conforced power companies. Use if charge for consumers is well. Option is provided total convolution and would recovering move power companies to be complaint.	Tes.		•	Such takes and all to bitted its liver many times, a pair [2-10, or have much per cannot [5] (they can change a collaborar a disconnectable and reconnectation for a lost through soled perigine who have no extreme hashing and get mints in egilar registed and an experimental period of the amount, cannot be adopted. Of the collaborar receives capaged from VMC, the recitive founds in the period registed of the amount, carried additionated models. In a lost work of the America Market and the period registed of the amount, carried additionated models in a lost to what of the America Market and the period registed models.
Cathie		Not sure / I haven't heard of the Consumer Care Produktess		Yes				Option 1K only a start and it would be much better to include the other options right away		
Carl	Mekster State-Chadwick	No No	Takes power companies charge fair too much. Fir not a kigh necesse and connect afford to one a heat pump. Fin pretty sure there are also worse off than me talo.  Note adding cost of power to concurren ligher than is pustified.	Not care		Element if we want better care, we pay exist, I want like to think power companies chould be offering better care as part of their business.  We needinguistion that encures consumers can affect govern	Tes.	Reluctant yes act feel o should be the case without the rise in costs.		The cost in proportion to the profits made.  Profits have been paid out to shareholders as dividends instead of using the into-strengther infrastructure. We saw the
Rodensk	Mileay	Not sure / I haven't heard of the Consumer Care Guidelines		THE .			Tec			resurts of that after spoken-balleri when huge results of concurrent were without gower for unacceptably long periods.
Michael	Ward	No.	Power priors are racketing up. Others that so much is produced from cheap and mnewable sources, this orems like we are being opped aff	No.	There are still disconnections accounting	NRRe oil parts mandatory	No	Make RE part mandatory. It is the arrly way to ensure compliance	To nationalize the production of planer production and distribution	M
ALAN			PRICE/PROFITS KEEP ROMANING DUE TO SYSTEM LOAGED IN MOUNT OF HIGHEST PRICE IS CHARGED BY ALL BRANCLESS OF CONTINUOUS DE	Not care		OFFICE BIS THE ONLY ONDER TO PROPERLY CONTROL THIS SEMENBULY OVER OF CONTROL PROPER DRIVEN ESSENTIAL SERVICE	Tec			THE GALLY CHARGE WHICH APPRAISE YERY HIGH ARGO HEE SHOULD HAVE A REQUIREMENT FOR JUSTIFICATION WHICH GOESN'T APPRAIS TO REAS CURRENTLY.
Macin	Metsalov	Not sure / I haven't heard of the Consumer Care Guidelines Not sure / I haven't heard of								
Sanet Naore	Clifford	the Consumer Care Guidelines No	Electricity is very expecture and becoming more world initiable every year. A lot of plans sever to force you to the foliated into two- year bundled contracts to get the chapter stees.	Yes Not sure	Peer and bonds - is there enough real congestion in the market?	Cyrians 8 or 6 would be lated. No point having guidelines of they are not enforced.	Tec			
Allan	Simpson	Not sure / I haven't heard of the Consumer Care Guidelines	year bureled controls to get the cheaper other.  Concurrence care went out the door whenever get first by tableds, and more than his by registrour in the South Stand, when you are caused and only on the controls you get by in life it's very difficult, like my recipital bad got left to an uprigit position for \$11 days, my.  Baset for trainful planel, could not chosel, we have been forced into beying a deventior for causing.							
	Miseod	Yes Not sure / I haven't beard of		Not care		Think that option I is going to have the best oursines, but will incur wine known inclose, but probably less than option 6, And it will also ensure that	Tec			
Nomes		the Consumer Care Guidebnes	The first invertibant of a company trying to make electricity abouts a but shelp and protect score was when I heard about Now our ca. I about it was have where were guarances for electricity providers.  MICHAEL THE STATE AND A CONTROL OF	Yes		Think that option 1 to gaing for how the fact ancioner, with will must more invince in count, but probably into those place. And it will also exceed that the exceeding protections in place for our most cultivable without. The little force, this many lately take accepted by companies Theoryping to independing logifity bronding, as people, and particularly companies, don't request well forced in.	Tec	Ecopport Option 4: libeline that all parts of the concurrer care guidelines should be mandatory as soon as		I believe that prepayment power prior chinals be investigated to encore the consider characters the most Anni on the
Mao	rendestan	No.	Cannot debuer on their jumpour and intended outsames	185		The second secon	-	Topper Option it thelever thicked parts of the consumer case guidelness clouds for mandatory as soon as possible. All exhibiting powerful should be along for their customers, particularly their vulnerable customers, and they should all be following the Guidelines cloud.	and we removed reasons of Cost (, 1500) that the entering guideline flowed by related they are to an appealing to the an appealing to the appealing and the second of the second of the appealing and the appealin	Takines this prepayment gover prices should be investigated to ensure the people struggling the most don't pay the highest amounts for power.



										TE MANA HIKO
Mathematical Content			Q1: 0o y	ou think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring	OI: What do you think the benefits to domestic consumers will be under options 2. 2, and 47		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other actions you think we should consider?	OF: What issues that fall outside of the current Guidelines would you like to see us consult on next?
	First state   Land of		Parameter	Fig. sec. bill or man harmonic over second	Management of an adequa half or what party of the Productions and White constant the constant has product to consumer	Page Enthal Security			Dans Foliat Favorana	Date Stated Streams
Second   S	DE									
	Nobest Inde	Score	WG.				Tes	Option 6 K the ultimate, but at a coxt.		
	Julia Peter	Series .	WK .	My copplier offers incentines - se points are given to walk distances, answers questions and pay bits on time. It is gower free days are given annually. Points account can be used for discounts on bits. LIBERTERISES app available						
				My answer is, yes but. I think the reliability of the network is not all that it night be, and in some cases we have outages when	Fact Events under - if it is a medical condition where the is at take the government should take care of the patient where the			I disagree with any option that effectively ask others to pay for your electricity. Further medical cases, the		
	tan Mile	Ser	104	trees blow over the lines. Everyone knew the trees were there so maybe many protective imaintenance is required. Similarly for old transformers. This seems to be one of the few industries where maintenance and advance are generated from current.	tot cure out. Action occaying bills, the question then is, why not? If it is because they have too big a mortgage, then that chould have been certified before the constraint when the constraint which have to come the constraint when the constrain	Se clear - losses will be packed on in increased cods to other concurrent.	No	Shotte who are simply too poor, that should be sarted through social welfare. Private suppliers of any good or provide strong and the welfare seems to come the cost opposite of the cost opposite opposite of the cost opposite of the cost opposite of the cost opposite opposite of the cost opposite of the cost opposite		
				profits rather than from investment. I think the captive market has led to higher prices than should occur	the canfor over-eithodistic house purchasers.	7		an derivate statuta mai de arestate agresses sociate para ser consistentes, mai creating a new marginal poor, by chalith.		
	State		104							
	Helia Mari	eter-caper	the Consumer Care							
	WC Chei	er .	THE							
	witt		No.							
	ames		Not sure / I haven't heard of the Consumer Care	f Bibustion about Consumer core audithres						
			Guidelines							
	Breeds		No.	Mercury did not inform me my power could be cheaper if I joined another plan	No Mercury automatically trisked my new account with my paret account, which governies was easies, to my own account	Option tibut more transparency and open advectiong between companies on all coccad media platforms so all concurrent can read, see or hear what packages, product processes available in Dyman's Canguage.	No	Eased on your recommendation	More complex marketing	Already covered. Although I have no idea if Mercury affer a power relate
Part	Judy Brook	saking	No.							
	David Write	ban	104	The course are come of housest have some into enable the to come a country throughout it. I consider a force or country				At the to have some with finding to the expensions of common flowers belonging to African charge one		
	all Swit	45.	No		ns	i support Option 6 with the power providers at all levels absorbing the costs.	No	that chicker regulations which are followed up work the best for all citizens.		Regulation of profits need to be cancalered for any of this to work for everyone.
	Peter Dood	ody	No.	You have the feeling that power companies do what they want.	Not sure Part 2 awaite of time the other parts do provide some protection for the vulnerable	valuntary guidelines da not work sa mandatory protections are necessary option 1	Tec	Lumping further casts on concurrers as option it would dis. This is charging consumers to ensure providers are acting responsibly.	meaningful penalties should be in place - major breaches should result in the company concerned providing free power to its consumers for 1 day upwards	The new affers power companies make available to entice new sustainers should automatically be available to existing sustainers.
					Because they are audebnes that are maintained by the companies themselves, there are lost of self-monitored audebnes in			Competition would be important if it were really a thing, companies know how much their cupposed		
				has can't expect an argenration who's primary goars to make a profit for its revices; to be conceived about the people that pay for its services, if the reason t exist is to make a profit, then that is, my primary focus and exiting else has the same importance, so	private cedar and they have not resulted in appropriate and fair behaviour because that is not what those doing the self- montaining are in business fair. They are their to make a profit and that is their primary foots and they will not be side-tracked f			"competition" charge and it obesit result is attackable electricity. The NETaspayer gaid for all the influctructure that provides these companies with profit yet we see no benefit from that fact. The only thin		Enfonce a cap on profit making to encure that companies aren't gauging customers who have initially earchore acts making
	Stave Cone	rway	No.	what is in place that makes me compty with boding at aspects not directly field to making a profit? Some guidelines which self- monitor? The reason we have a crimical code is because you can't expect even ordinary taw obtaing offices to always du the right	that just because connected says you need to be fair. There has table connetting in place to encure that companies act fairly, the one of the resourch 2 is being mithed by the foreign banks, because you are expecting thereign amount of these own behavior.	Clythiar Dis The only one that makes seese, name of the others provide for a standard and entormatine set of behaviours across the industry.	100	that would keep code down is a regulatory body that entorine a cap on profit mixing the that which excites prior to the 1995s. A power company will charge as much as it can get away with not what it thinks is a	No what you are proposing will have not effect.	valid change.
					wth guidelines.			reasonable inters consectment. The purpose of a private sector company into wring the greatest point it can for the least amount of effort and out, to think that they will provide a fair service is detuctional.		
				My experience as a sustainer is poor. You offer we have power outages in our region. When the power goes out there is little to						
				in a communication to the context by process, we see context as only refer to not settle, we content and a give an explain a general process are power in our southern Prends of our diswrite rade being with a set.  To make all and a few in broad and becomes a context of the context be suffer how a see a power for a said. More a few in four						
Value         Value <th< td=""><td>Jaansa</td><td></td><td>No.</td><td>world-country not artisted world-one). These should be peculied if provides who do not provide the service. More should be peculied if provides who do not provide the service. More would have already had to those out foodbeckup of owner losses, those stop of the above stopping have all continues to have already to the service of the service of the service of the above the above the above the above the service of the service of the service of the above the above the above the service of the servic</td><td></td><td></td><td></td><td></td><td></td><td></td></th<>	Jaansa		No.	world-country not artisted world-one). These should be peculied if provides who do not provide the service. More should be peculied if provides who do not provide the service. More would have already had to those out foodbeckup of owner losses, those stop of the above stopping have all continues to have already to the service of the service of the service of the above the above the above the above the service of the service of the service of the above the above the above the service of the servic						
Value         Value <th< td=""><td></td><td></td><td></td><td>There should be penalties for prouders that fall to comply with the Guidelines. It is not fair that come electricity prouders follows:  follow the guidelines and others don't.</td><td></td><td></td><td></td><td></td><td></td><td></td></th<>				There should be penalties for prouders that fall to comply with the Guidelines. It is not fair that come electricity prouders follows:  follow the guidelines and others don't.						
	ried MAN	Miles	104	most seems to be common sease	ns .	aptoint	No	40.6		all questions assered promptly
			Not sury / I haven't heard of							-
	resides		Condelines							
	Serry Mile	ller .	Not sure / I haven't heard of the Consumer Care							
	Nor		No.	Priors out of cartral while the companies make have prifer, year no recovery where	Total sure I think the ordinary outcomer also has difficulty with VP Annhors with consent recommend sector and or	The puddences don't mailly control prices which is the basent problem, so I must know that makes there are no have a need become the base of the base		I dust have a conference, have are structured manyor with all well workship was and or	TNO	The difficilty of comparing prices between companies. I know Consumer tries but not all provides are covered and prices
	Truck	MAIN.	700	to many sower outside:	No. 147	and a second sec				change factor than twitich greens to be able to been up with, Also hidden suzzu.
Property	Tony None	nds	No.	and the same of th	No. Curr					
Property			Not sure / I haven't heard of							
Property	Sur Budi	dder	the Consumer Care Guidelines							
Property	Andrew Web	100	106	I believe that is general the guideline care delivering however I have a definite "maybe" (F) whether all senace are being delivered affordably to same.	ns	Tableve the guidelines should be made mandatory - Option 6	No	Everything mandatory, Cyrtion 6- that way suppliers are on a level playing field	No, go for Cyston a	
Property	nie P		No	I would have preferred answering this question as "Mustly Yes". The neaton is that, electricity is the form affordable, in cybes of moving to mostly innewable, NS electricity is becoming more expensive very onewable, NS electricity is becoming more expensive very onewable, those taken first innerman of the	The I have been budy that those ext. had to use these support services from my arounder but I have read the firm and recommon				No.	1. Practice of increasing fixed charges without decreasing unit charges. 2. Increased responsibility to ensure na power cuts
Property				Low their phase out by charging more to law users.		maken to increase prices even if distill remain the tame.				during written expectably at right.
Property	chris fidoe	De .	the Consumer Care	1	Not have					
Property	Chris Hand	odiny	Not sury / I haven't heard of the Consumer Care							
Property			Guidelines							
	Ponesca	[REDACTED]	No	My energy company ignored my requests, never responds to entails and their SIXD no controller a very long wait. Worth noting that when I do call I am told there is an error on my account but after a year it is still not fixed.	They do not prevent harm at all, See answer to Q1	Clyster 6	No	A valuntary code is trackless as you well know. That is why you prefer it so nothing will change	A manufation-youlder is essential	Companies ignore valuntary guidelines and concurrent are treated very laidly
										The power companies bill smoothing is a rist. They set the periodic amount MODH more than is required as refuse to reduce
Process   Proc	Peter Wyle	prine sones	No.	Place companies exploit their culturiers and are extremely focused on their own nutrit with zero focus on their culturiers.	60 Place companies disconnect test and ack questions store	Tand 2 de nothing Sk ok but 0 k the best way to ward	100	Euc better because power companies need to be rented in	No.	this amount bothe level actually required. The consumer often has a openicant credit bitance which gives the power company "free maney".
Process   Proc	walk		No.	The electricity companies AND gisc companies are sneaking up the "dialty charges" in a sneaky way of charging more than they are legally entitled to charge! This clow creep diseor's seem to have been noticed by any control bodies. I'm action shed that it is	Not sure					
Section   Property of the pr										
Section   Property of the pr	Genevieve Uttin	tog	No.	Medianeports show that the value table people are being charged excessive feet beyond their means. I have solar power with battenes but receive only Excests per unit for power generated but have to pay 85 cents for power used.	ns	Option & Power ILA backneed and the power companies need to accept they are part of society's infrastructure and not solely to make a profit for shareholders	No	see previous answer	Global warrang conflictions should also be considered with the environment protections.	
	David Broo	aame	No	Some Gent to match but not all.	Pis For ongoing protection of this recourse to customers	director compliance to consumer welfare protection	Tes			
	Palitin		Not sure / I haven't heard of	This is the Publisher work when the best of the College String State of the College State of	~	fin not one that Option 2 would make any difference to those copyliers who are currently not following the guidelines. Option 2 would ensure that all operations are not reported by the court separated by th	Test			
Property			Guidelines			undestable in the current economic environment.				
Property Best			Med man / Change's beautiful		ns .		Tes			
Register of the second process of the second	ERIC Lank	nd.	the Consumer Care							
Register of the second process of the second	Mari Barri	end.		Secretary program to the first beautiful to the additional to be a second or the second of the second of the second of the second of the second or the secon	~	2 - It good if your supplier it already complying with the guideclines 3 - A better option to ensure welfare it taken care of 4 - The best option as all		As street in the country or action. Perfore Adding the hear contention was of them is a small cost property.		
La				7,777		supplies; would have to camply with each part of the guidelines; I would be happy to pay extra to ensure this happens.	_			
La	Michael Desir	smond	No.	I believe that most power companies are content to milk their existing outcomers without possing on new offers or benefits to	nsi soundi reasonable to me	Make it mandatory but allow for extra charges for customers with special needs to recover the expense. These extra charges could be subcidised by MED	No	Charge suctamens who are difficult, delinquent, frequently behind in their payments or who have special needs more to recover the costs and charge the expense is MSD. Don't pile the compliance costs of dealing	Recover the expenses of dealing with difficult creedy sustainers from the Government not responsible outsiness who pay their bills on time.	Reward responsible concurrers with better prices
Property								with these people anta antinony sustainers who pay their bills on time.		
Property				first hand to get hold of them, where there is a complaint they ignore using ineitia toget rid of most complaints if you accelerate		control flows the account and it the will achieve a market would then be controlled as it count to be some that their beautiful and the second of the second		These or an approximate these or consists a contract model and wholever contract or those that will contract the		There is a need for price regulation particularly for gentaliers who manipulate price by defering despots. In particular their should be adequate online and phone servicing (wait timecunder 30 cec) immediate mandatary reference to resolution.
Property	jett		No	ta resolution they settle. Those the very worst of encude and obstruction of customers, times the gentalies, manipulation of market there is no competition.	ns .	already does	No	change until there is tragulation. Therefore the most manufactury and protective model should be chosen.		service if not recoived at first complaint( at companies card) prairison that fines and seture off bottom line is cannot be passed on to customer, much tighter cannot of the despotsing for gentalers with presumption they are boarding that they
Second Description of the Content			Not sure / I haven't begin of							must disprove the impossibility of proving intent by commissions clear in previous investigations.
Second Description of the Content	Jeremy Lynch	sch	the Consumer Care Guidelines							
Second Description of the Content			Not sury / I haven't heard of	I had never heard of these guidelines until today and then only became aware of them through activid parts. Which leads me to		Option I doing nothing usually adherer nothing. Option 2 is little better than option 1 Options t and 6 go come wants and estated consumers but the				Sectaute of my minimal knowledge I have nothing to add. I would note my expenses or is that more rules do not recessarily
Register of the second state of the second sta	rak Mike	Arrithar .	Guidelines		we save severy unaware of the gardenies and not being to engage with a provider interins of Parts 61s 81 have no ability to judge	performance of the Electricity Authority will need to improve for the changes to be effective	Tes		non-ram non-more recommence i more. Bull this question indicates the Authority has already made up its resid	Improve outcomes, they need very careful drafting.
Register of the second state of the second sta	Thomas Karth	eford	No		ns .	Clyroun 6				
Secondary   Seco	Juliu Drays	aytan	Not sure / thronoun har		full sure		No			Ease of companing retailers pricing. Only average at the moment
Secondary Content	Terry Brust	unton	the Consumer Care Studelines	First time five heard of the consumer guidelines. But think they're agood idea.	ns	Cyrian X	Tes		Noticery	Not cure
Secondary Content				The assence covered decisions and other decisions were taken given. You construct another deviations with a second	If K harmful to both customer and business to take again the account occupant discount and other day.	ns.		Some of sudden't care about this. The prompt payment derived and other decreasing		
sage   September	Pred		No	back. Why purish good customers?			No	peraticed good loyal customers. Please bring them all back. Why punish good outlainers?	time took the prompt payment discount another discounts which were taken away. This penaltised good logic auditimes. Please bring them all ball. Why purish good customers?	Distaurns to good systemers.
sage   September	Black Fade	des.	No.	They have the potential to do so. They would be improved by making them a mandatory requirement for retailers	Pist 2, as it makes contract terms explicit	Clyster I	No			
Register of the second	Warwick Birds	hop	196	It is all about price really - there are huge differences accountle sector - we pay 201o 25 cents per KMN - others pay well over 30	ns .			I dia nati really know - it depends!		Could consumers suck a company that just uses, hydro, sunlight, wind and geothermal? They are not loudly promoted that
La L			Not sure / I haven't heard of		War and a subtraction of the sub					
IN THE PROPERTY OF THE PROPERY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY	Julius Shaling	ing	the Consumer Care Guidelines	face for the last few decades.	Will care when they cut power for non-payment!	Power comprises have a monopoly and don't deceme special protection. Make the guidelines mandatory - as they should have been all along	Tes	What ever.	Whatever	Offer net metering to enable concurrent to mutal northip PV1
IN THE PROPERTY OF THE PROPERY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY	zuba		Not sure / I haven't heard of the Consumer Care		06		Tes			
IN THE PROPERTY OF THE PROPERY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY			Guidelines							
AND TO A TO	No.		nucleure / I haven't heard of the Consumer Care footballings		No. core			don't know		
AND TO A TO			Not sure / I haven't heard of							
AND TO A TO	Sylvia Grae	arvite	Stre Consumer Care Guidelines							
AND TO A TO				When my huddend died I acked them to remove him from the account which was in both our names but they refused and caid I would be to get a new account under my name. I caid that would remove my "castinustral senior" and provid where no makes						
AND TO A TO	wrothe Than	umdi	~	rating. They still refused to remove his name. Naw all communications invisive from them begin with Dear Mephes (my late husband's name) and the account is still deemed a post account.	res		Tes			
the state of the s	Milwi		Not sure / I haven't heard of							
the state of the s			Guidelines							
the state of the s	Michael Carry	ngbell	No	I have a star system to and comestime nextimarch a testa buttery which will allow me to charge my car on color only so I am doing all I can for the environment and my personal costs. Only a couple of companies give more than 32 cents a liwh for exported	ns .		Tes			Salar Suyback to support adoption of residential salar
NAME AND ADDRESS OF THE PROPERTY OF THE PROPER			Not sure / I haven't heard of	powers a service unit glack extent margant on salar power purchases to the detiment of salar uptake.  My power campany has been bought out recently by Meroury. Youtpower prior to that we're nonly in bouch to tell of changes to						
Size of Size O	Kathy McCa	Eann	the Consumer Care Guidelines	power sads or when sold. Mercury have been is touch by phone to explain about things we didn't know about, the fire-power days	ns .	Option 6	No	I think option 6 is more fair and equitable to all consumers.		Fair purchase back for solar power to encourage use of solar power and environmental causage
ys y so the section of the section o	Debbie Bloc	us.	WG THE							
and the second process of the second process	Egin		No							
Seed to the seed of the seed o	Seth How	wie	No		ns.	Option Emandatory requirements will recurre that power componers uniformly comply with guidelines at minimized exits concurrer cost. If I were	Tes		No.	Standardse billingterns and require discounted/fee hours and pricing to be included for transparency to the consumer. NZ Consumer's Power Switch does not allow sold comparison between supply comparing due to inconsistent terms.
THE TRANSPORT OF THE TR										conditions and clump.
No. In Country Care No. In Country Opins 1 No. In Country Opins 2 No			Not sure / I haven't heard of	The second second processes and a constraint of						
	Nos		the Consumer Care Guidelines		Not sure	Clyster I	Tes			

positions April - Apri



										TE MANA HIKO
		Q1: 0o ;	you think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: 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?	Q1: What do you think the benefits to domestic consumers will be under options 2, 3, and 47		Q4: Do you agree with our preliminary preference for option 37	QS: Are there any other options you think we should consider?	QG: What issues that fall outside of the current Guidelines would you like to see us consult on next?
Pint same	Lad name	Tespano	Can you tell us more to support your answer?	Response			Terporae	If no, please tell as which option you think is better.	Open Endré Respinse	Open-Ended Response
Diend			distinct hand to compare. We saign problem to the includer of the coulding space, problem by prong your hand be provided by providing problem to the could be provided by providing problem to the problem of the proble	Not cure		**************************************	Tes			The foreign of the exhibiting feature.
Alan	Hodgoon Hollings	THE		THE		Cytical II	Tes.	as further currentenes	No.	
Charles	Hollings	Not sury / I haven't heard o	d	THE.		Happart Land 2, cyclen working well, no further compliance sock phase.		no further circls presse	es e	
Subs		the Consumer Care Guidelines	of I guest repetied there to be Quidelines, but water't aware they actually existed in a form for the public to view.	Not care		Shally, option 4, WITHOUT any cost impact for concurrent (solds are already bookigh, and supplier profit levels are inappropriately high).	No.	Option 4, but without any additional cost to residential concurrent	No.	Cost control - there needs to be a means of reining in suppliers whose charges are beyond a masurable return
tan	Woodfindin Snith	We .								
	CHED	Not sure / I haves't heard o the Consumer Care	d .	100		Оргон в	Tes.			
		Duidelines		Not care		Gylan 6		Cyson I		All power rampanies chaudi introduce snart meters, that fell the consumer how they are using power
Name	Calvert	No.	The channel of way the Chunedin-City Council and Auroca trickled and continue to trick the concurrence of Central Citago.	Not care						
-	Milwa-Whanga	n.	Electricity in New Zealand is far too expensive. Most is generated thru same type of natural environment og hydro or wind even		Ext. For Extend the comment the constraint because with other country to belot the continuous of the continuous of	Particular I and appearance of the second control of the appearance of the second of t	Tes		Naige I think those are the options I	I Stank there should be more pay as you go type electropy options. Some people are easily struggling out them. I think if they understand the stage of their people would be able to change some habits.
		Not sure / I haven't heard of the Consumer Care Guidelines	garderest, yet en an chagge at a pronoun prox. Majority of from Zostandon, are chagging and gover prize are one cause.	Not care						understand of the usage of their power, (they would be able to disage usine habits.  The elizations deletion pointing enclaims used to the completing resoluted. Expressing powerstant, games system wherein yet all per just the prior of the matter express. "Early magnetal in the half habit, a prior which has zero enclassionly to their ord production. It is called that in wester time to proposately high pole and herein the "matter Aller and the second to the completion of the pole and the completion of the complet
Melius		No.		THE			Tec			cast wind/hydro/geathermal generators reap the extremely high price for all their generation.  Price hiers of more than 10%
canda		No.	They're keen to give extracts new automent but don't care about existing ones. More interested in gaying chareholders than keeping coots althousake for this expension service.	Yes	But They actually dun't care.	Cyrican distribe only reasonable one. Otherwise they'll weaset out of caring for sustainers.	No	Option 6 is the only one that will keep provides in line. This is an econotal service, not a vice to have. There shouldn't be competition for such a service. It's right to have affordable electronics.	No.	Cost and far toding are the only requirements.
Bryce	zaheson	105						•		
Lend Michael	Elee	Not sure / I haven't heard o the Consumer Care								
	Wyle	Duidelines	With a buy-out of Truspower by Theroury, and achiange of address, the use of computer located information was automatically onts. Neverwork this phone call problem recogned, the anhything which cloud have been better use to toke for the operator							
Noel	Wyle	We .	one. However with a phone call problem rectigled, the only thing which could have been better was to toxide to operator incread of back and furth integring.	Not care			Tes			
eloabeth Max	Poker	WK The		Yes		The state of the s	Tec			
20ha		104				Annual and harmonic and processing				
Anne		Not sure / I haven't heard o the Consumer Care	4							
		Guidelines Not sure / I haven't heard o	M .							
ribet	fireman	the Consumer Care Guidelines								
Reith.	Williamson	Not sure / I haven't hearful the Consumer Care Guidelines. Not sure / I haven't hearful the Consumer Care Guidelines. Not sure / I haven't hearful the Consumer Care Couldelines.	id.	Not care						
Andrew	Burgess	106								
Sucie		Wes	*	Tes		Option 6. The company is entitled to make money but we concurrent are unable to operate without power do great imbalance	No	Initializative means need options.		Bringing power back into public ownership. At least acan option
Piona	Enterdy	Not sure / I haven't heard o the Consumer Care Guidelines								
Owen	Ridgley	No.		Tes						
Mary	Regard	Not sure / I haven't heard o the Consumer Care	d .							
Sandi	Gamer	No.	To up to the concurrents make decisions on power plans etc. There should be an auto review every 6 months by the company	Not sure		Carbon for its the most preferable - there should be some overself on how much obser companies additionally charge for this implementation	Tes			Guidefree Legund solar - discounts for having It and better have back sizes.
Classe	Thomason	Ma.	To up to the consumer to make devictions are placer est. There should be already involves every 8 matths by the company guiding baseds the feet glain. As constitute with the customer unless yet pet behind in prepients.  Noted inside refer extreme evering that consumers are being changed a flar price and that if a changer price is offered by the case referred in consumer should be offered that.			Оурон I	Test			
		Not sure / I haven't heard o	retailer a cancurrer should be affered that.  If  Well, thus far my loader always turns on is the manning, sa I haven't creded to consult the guidelines.		First 3, 4 and 5.			As case, probably option 2. But either 1 or d would be better than 1, which focuses on the wrong things.		Nate.
gleca		Not sure / I haven't heard of the Consumer Care Condetimes Not sure / I haven't heard o	Well, thus far my toucter always turns on in the maining, sail haven't needed to consult the guidelines.	No.	Parts I, 4 and 5.	Probably option 2, definitely not 3.	No	Actions, probably option 2. But either 1 or 6 would be better than 3, which focuses on the wrong things.	No.	None.
John	Smith.	the Consumer Care Guidelines	d .							
zuhn	Smith	the Consumer Care Guidelines	of  No, the Guidelines are not currently delivering their intended outsines. The Electrolity hutdoody's saw review showed Blot  retainers are not consistently following the Guidelines. That is causing harmon concurrent. The Electrolity Authority doubted		THE, but the other partial are allowery important and the filed high white planning should cannot now to making the PLES set of				Place go about with Option 6 and coment now to maked confide for the distribution. If the weak must be done when client, place activity for 1 Place and band, in the first client, and it is reported that you connect.	
zuhn zennter	South Valentine	The Consumer Care Guidelines Too	IN, the Subdivine are not consistently placeting their consistent and their the Technology Auditority's least review delimined that extends are not consistently following the Subdivines. Their coloning based on increments. The Sub-Intelling Model consists are less based from (a resultation) and disregithening oil protections are the Consumer Care Subdivines as Social processes.	Yes	THE, but the other parties also very impacted and the Mindship, Authority should cannot need to native gift PTAL led of disablescenditivity or some as passion. Fifth with mustles date or their Standers, Tear PCS Fifth an architectify chandle added that beld (please) and the best of property and the standard of their standard chandles added that beld (please) are the standard change of th	Consumers send the processor of all parts of the buildnines, Only Sydnon & provides this.	No.	No. 1 perfer Option 6. Prison comment share to making the fall art of Guidelines conditions.	Page of Passed Digital polyment on increasing the first of the Saddhine Clar and American Indian Page, pages and the Fifty and health other Digital polyment of the Saddhine Clar and American Indian Pages and the Fifty and health other Digital polyment of the Saddhine Clark and S	
John Johnster (#3504503)	South Valentine	The Condumer Care Gundelmes No	In the desiration and continuous photonic getter are such a leadings. The Desiration Authority is not record where the desiration and continuous photonic desiration and continuous photonic desiration and continuous photonic desiration and continuous and continu	Yes	No., but the other parts are allowery represented the Brokking, advanting shaded amonet lose to making the Table of Calabeters conditions so come a possible of this work must be done in the Standard, then Part Tylers and should shaded with the loss of possibly area.		No Yes	No. 1 parter Cyplics 4. Prisons cannot now Sundang Bit full set of Studentees conditions.	The product in displaced and the second product of an extension of the substitute for each stage, past could not film and could not depend on the substitute of the substitute	
zohn zennder (xzznicza) Shanna	Swith. Valentine	No. Lary / nation contact the consumer Care Caudelines Care Caudelines Care Caudelines Care Caudelines Care Caudelines Care Care Care Care Care Care Care Care	While the guidelines are the gold conduct, they ought to be computedly. For chapped to pay my bill before and can't cay that my power company demonstrated any of the above.	Yes Yes	No. As the day purpose and was a specific of the day belong the day of course on a surrougher to course the day of the day of course on a surrougher to course the day of the da	Consumes could be provided of all pass of the deadness. Only these spreads these.  Whereas I is reliable to the last to be the displaced requirement are around a first southern the displaced requirement and entirely first southern the displaced requirement and entirely first southern the displaced and entirely the di	No. Yes	No. 3 perfortigates 4. Prison assents now to stating the field and of Social Institutions accordingly.	The part of higher to denote the sending of all of the building of the which the sending of the	
pulse  2monder  [MIDACHIE]  Shanna  2monde	South. Valentine	The Continue Care  The Continue	As included an account of the company of the compan	796 796 796 796	The state of the s	Name and at the last two districts the thirty person companies are command. This cannot go a very to office that they are noting across, but dis- cess.  Option to result for contributional districts are the consequent to the proposal contribution per long probabilities.	Tes Tes	no. ) pulso reprise a finise consentinamento del sel de sel franchismo accidingo.  Tipos de finis por del collection del colle	The product fides and only is audited for five addition. Fire addition that days the stage, are sold to \$50 as a finding of through as a sold to \$60 as a fire addition to the stage, are sold to \$50 as a resign or a find of the fides production on a stage control to the stage of	The second section of the following state is not a partial or disconnection for the second section of the following state is not a partial or disconnection for the second section of the second section of the second sec
pulse  possifier  (#2546792)  Shanka  pulse  (#2546932)	South.  Valentine	No. Mary Franch Chipman Cape The Colculation Cape T	While the guidelines are the gold conduct, they ought to be computedly. For chapped to pay my bill before and can't cay that my power company demonstrated any of the above.	796 796 796 796		Name and at the last two districts the thirty person companies are command. This cannot go a very to office that they are noting across, but dis- cess.  Option to result for contributional districts are the consequent to the proposal contribution per long probabilities.	Tes Tes	No. ) partie Typine is Freeze accessor con traceing the left of all disabilities and disabi	The product in digital and control on a medicing half and of the stabilities. If the white in the state is the proper stable to the first and white and white is the stabilities of the	The Theory of the Control of the Mining States a town a parallel. "Determining the Principles of States and the Theory of the Control of the Theory of the Control of the C
pubs  proofer  [FERNATURE]  Shows  prove  [FERNATURE]  Typice  bitricle	Valentine Valentine	The Concentre Care Coule face C No	which the present on the particular that against the requirement of the displacement of the second on the displacement of the present of the second of the s	796	No, harver in the other pain as also vary reported and the follotting-botherity dead anneal can be reading from that under the state of the contract of the contract of the state of the contract of the contr	Name and at the last two distances the presence of the consequence of	Tes Tes	to a participant of these content are failing for lift at all failed ones and day.  These contents are failed as all failed and the failed as a failed	The product the state and common to be added to find a state of the st	The second second or the foliage place is some a partier. Statement from 1-4 page place, 100 label of second secon
public  procedure  [PERMATERS]  Shanka  sonice  [PARMATERS]  Typine  Shanka  Clurione	Valentine Valentine	The Concentre Care Coule face C No	which the present on the particular that against the requirement of the displacement of the second on the displacement of the present of the second of the s	796 796 796 96 96 976 796	No, harver in the other pain as also vary reported and the follotting-botherity dead anneal can be reading from that under the state of the contract of the contract of the state of the contract of the contr	Management of a country to the action before compared any amount of the sample and the first the action before by a country to the country of	Tes Tes	No. 1 paint Tyber of Person amount can be changed for his set of baselines and entering typical and the changes are been as the changes.	Place of products for finding and country on the substitute of the facilities. If the substitute is then elegan part scale for fights and sould give for incoming that the substitute is the substitute of the substitute is the substitute in the sub	National Control of the Management Association of Statements but 1-Management - Management - Man
patie  penader  [penaderes]  Shows  penade  [penaderes]  Penade  Shows  Carlone	Valentine Valentine	The Concentre Care Coule face C No	which the present on the particular that against the requirement of the displacement of the second on the displacement of the present of the second of the s	796 796 796 00 0 796 796	No. Names—The distribution and all any expected of the distribution declared and all any admitted to the distribution of the d	Womens 1 challed to the disease diagram conquent as around; The sociality as an other for the year social cone, but doe  one.  One would not include an include an outside the public direct for the year social condition.  Opinio in Commence the products of all public fire facilities.  Majoria in address the products of all public fire facilities.	THE		NA NA	The Third Control of the Mining States alone is passible. Statemental from 1966 prints: The label of the State and passible. Statemental from 1966 prints: The label of the State and Statemental from 1966 prints; The label of the State and Statemental from 1966 prints; The label of the Statemental from 1966
auto accorder (MEGCELLE) Thoraco	Valentine Valentine	District Cape Control Cape Cont	which be placed on the place of	796 796 796 796 100 796 796 796	Names is one yell to drough update of the bounds about source to a drough that update distinct control of the source of the sour	was could all could be to all one before the part on agent as around; the could go was before the first a reading man, but does for the part of the pa	THE STATE OF THE S			The control of the control of the following black to one acroller. Statisticalists for: Propagators, Northald apink data or described in the control of the
sules sensifier (MEGENTE) Shousa State (MEGENTE) System Mestle State Sta	Valentine Valentine	District Cape Control Cape Cont	which be placed on the place of	796 796 796 100 796 796 796 796	Names is one yell to drough update of the bounds about source to a drough that update distinct control of the source of the sour	was could all could be to all one before the part on agent as around; the could go was before the first a reading man, but does for the part of the pa	THE STATE OF THE S			
subs  possifier  (FEET CREE)  Shows  (FEET CREE)  Shows  (FEET CREE)  Shows	Valentine Valentine	District Cape Control Cape Cont	which the present on the particular that against the requirement of the displacement of the second on the displacement of the present of the second of the s	70%  70%  70%  70%  70%  70%  70%  70%	Names is one yell to drough update of the bounds about source to a drough that update distinct control of the source of the sour	Womens 1 challed to the disease diagram conquent as around; The sociality as an other for the year social cone, but doe  one.  One would not include an include an outside the public direct for the year social condition.  Opinio in Commence the products of all public fire facilities.  Majoria in address the products of all public fire facilities.	THE STATE OF THE S			The second secon
uniter  (MERCELLI)  North Agency (MERCELLI)  Springe (MERCELLI)  S	Valentine Valentine	District Cape Control Cape Cont	which be placed on the place of	70%  70%  70%  70%  70%  70%  70%  70%	Names is one yell to drough update of the bounds about source to a drough that update distinct control of the source of the sour	was could all could be to all one before the part on agent as around; the could go was before the first a reading man, but does for the part of the pa	THE STATE OF THE S		No.  See The Control of Control o	rga akkina ku kafang i manang apamang pangang pangan kanancenderandan, yang gita angkasa sa mulang akkan kapanca akki manang gita mata da saka kakanang
minder  monder  Discourse  Discou	Valentine Valentine	District Cape Control Cape Cont	which the plant reads of the plant reads of the registery of the displants give an inflation and and in the registery of the reads.  If the plant reads of the plant reads of the reads of	796   706   706   706   706   706   706	The control of the co	Management of the control of the con	THE STATE ST		No.  See The Control of Control o	
mine  mender  (Med-TAI)  Malana  (Med-TAI)  Malana  (Med-TAI)  Malana  (Med-TAI)  Malana  Mala	Valentine Valentine	District Cape Control Cape Cont	which the plant reads of the plant reads of the registery of the displants give an inflation and and in the registery of the reads.  If the plant reads of the plant reads of the reads of	7955 7955 7955 5955 7955 7955 7955 7955	The control of the co	Management of the control of the con	THE STATE ST	Special Last Free July as emergence, has going all special habor to report a training.	No.  See The Control of Control o	rga akkina ku kafang i manang apamang pangang pangan kanancenderandan, yang gita angkasa sa mulang akkan kapanca akki manang gita mata da saka kakanang
minima mender (VEGETTE) (V	Valentine Valentine	District Cape Control Cape Cont	which be placed on the place of	795	The second of the property of	Water and a final first the size of paper organize as prompt. The soulige and to find the part and query, but an account of the size of th	THE C	Special Last Free July as emergence, has going all special habor to report a training.	No.  See The Control of Control o	As addition to region is required to private properly constructional and a primary in emphasis or muchany constructions and a primary in the primary in the private pr
mender  (MEGETAL)  Whates  (MEGETAL)  Whates  (MEGETAL)  Whates  (MEGETAL)  Whites  Medel  Me	Valentine Valentine	District Cape Control Cape Cont	which the plant country of the count	796 796 796 796 796 796 796 796 796 796	The second of the property of	Water and a final first the size of paper organize as prompt. The soulige and to find the part and query, but an account of the size of th	THE STATE ST	Special Last Free July as emergence, has going all special habor to report a training.	No.  See The Control of Control o	rga akkina ku kafang i manang apamang pangang pangan kanancenderandan, yang gita angkasa sa mulang akkan kapanca akki manang gita mata da saka kakanang
Selection of the select	Version  Version  Name of Control  Surpose  Fala  Surpose  Arthur  Ouglan  Mills	District Cape Control Cape Cont	which the plant country of the count	700 700 700 700 700 700 700 700 700 700	The containers are provided and the following during float containers to the region of the containers are contained to the con	Water and a final data for the control of the contr	THE C	Spline but for the country and prompted against the law reports a to the country and the law reports and t	No.  See The Control of Control o	As addition to region is required to private properly constructional and a primary in emphasis or muchany constructions and a primary in the primary in the private pr
CONSISTENCE OF THE PROPERTY OF	Version  Version  Name of Control  Surpose  Fala  Surpose  Arthur  Ouglan  Mills	District Cape Control Cape Cont	which the plant reads of the plant reads of the registery of the displants give an inflation and and in the registery of the reads.  If the plant reads of the plant reads of the reads of		The containers are provided and the following during float containers to the region of the containers are contained to the con	Water and a final data for the control of the contr	794	Opline (and the shared desire persons, then desire all against in the transport of a shared on a share	No. 10 May 1	As addition to region is required to private properly constructional and a primary in emphasis or muchany constructions and a primary in the primary in the private pr
Security Sec	Vulention	District Cape Control Cape Cont	which the plant count of the pla	790 790 790 790 790 790 790 790 790 790	The containers are provided and the following during float containers to the region of the containers are contained to the con	Management of condition to the above the granter comparer or present price from the configuration of the condition of the con	784	Spines that if they just a companion, there desire you was a find that is requestly as it is been desired with the companion and it is the companion a	No.  We will be a section of simple on long of the latering of selections to continue, to region 2 with states.  When the section of simple on long of the latering of selections to continue, to region 2 with states.	As addition to region is required to private properly constructional and a primary in emphasis or muchany constructions and a primary in the primary in the private pr
Security Sec	Version  Version  Name of Control  Surpose  Fala  Surpose  Arthur  Ouglan  Mills	District Cape Control Cape Cont	which they device the training of the control of th	Van. Van. Van. Van. Van. Van. Van. Van.	The containers are provided and the following during float containers to the region of the containers are contained to the con	Management of a control of the contr	784	Where that if the copy as comparation, then printing the section to the copy as it is the copy and the copy as the copy and the copy an	No. 10 May 1	As addition to self-our importance primary proper assumptions and pulling the requires on emularing each objective the energies place that the instances;  The energy of
West of the Control o	Vulention	District Cape Control Cape Cont	when the process of t		The section is all one profits on the compression of the Section is all sections and the section of the section is all sections and the section of the section is all sections and the section is all sections and the section of the section is all sections and the section of the	Management of a control of the contr	784. 785. 785. 785. 785. 785. 785. 785. 785	Spines that if they just a companion, there desire you was a find that is requestly as it is been desired with the companion and it is the companion a	No.  We will be a section of simple on long of the latering of selections to continue, to region 2 with states.  When the section of simple on long of the latering of selections to continue, to region 2 with states.	Placebook to hardine 1, third is supported to pricine greated harmonic described, a principal to employee described by the control of the con
Security Sec	Valentine  Valentine  Valentine  Valentine  Gain  Felia  Displan  Displan  Displan  Adharith  Adharith	District Cape Control Cape Cont	who has previous the second of	We	The section is all one profits on the compression of the Section is all sections and the section of the section is all sections and the section of the section is all sections and the section is all sections and the section of the section is all sections and the section of the	Management of control of the processing of the control of the cont	784. 785. 785. 785. 785. 785. 785. 785. 785	When that fire, just companies, the damp on some thin has repaiding as to have defined and the second of the companies and the companies anamed and the companies and the companies and the companies and th	No.  ***  ***  ***  ***  ***  ***  **  **	As details in wallow ( Indian's agencies as prime propoly assumed allowables, judicipal or replaces are undergo where Aspares allowed an area in place that the contraction of the cont
Security Sec	Vulentions  Vulentions  Vulentions  Vulentions  Vulentions  Vulentions  Vulentions  Vulentions	District Cape Control Cape Cont	when the process of t	The second secon	The content of the company of the content of the co	Management of the control of the con	784. 785. 785. 785. 785. 785. 785. 785. 785	When I had fine just compared we prompt on which the reporting as it is not provided by the transport of the	No.  That the of companies to register desired of sciences an observe, seathers be about a seat of the companies to register desired of sciences and observe the about a seat of the companies and observe the companies and obser	Placebook to hardine 1, third is supported to pricine greated harmonic described, a principal to employee described by the control of the con
Security Sec	Valentine  Valentine  Valentine  Valentine  Gain  Felia  Displan  Displan  Displan  Adharith  Adharith	District Cape Control Cape Cont	who has previous the second of		The section is all one profits on the compression of the Section is all sections and the section of the section is all sections and the section of the section is all sections and the section is all sections and the section of the section is all sections and the section of the	Management of control of the processing of the control of the cont	784. 785. 785. 785. 785. 785. 785. 785. 785	When that fire, just companies, the damp on some thin has repaiding as to have defined and the second of the companies and the companies anamed and the companies and the companies and the companies and th	No.  ***  ***  ***  ***  ***  ***  **  **	As details in wallow ( Indian's agencies as prime propoly assumed allowables, judicipal or replaces are undergo where Aspares allowed an area in place that the contraction of the cont
manufacture and manufacture an	Territoria Santini del Constitución de la Constituc	District Cape Control Cape Cont	when the process of t		The content of the company of the content of the co	Management of the control of the con	784. 785. 785. 785. 785. 785. 785. 785. 785	When I had fine just compared we prompt on which the reporting as it is not provided by the transport of the	No.  That the of companies to register desired of sciences an observe, seathers be about a seat of the companies to register desired of sciences and observe the about a seat of the companies and observe the companies and obser	As details in wallow ( Indian's agencies as prime propoly assumed allowables, judicipal or replaces are undergo where Aspares allowed an area in place that the contraction of the cont
manufacture and manufacture an	Name Name Name Name Name Name Name Name	District Cape Control Cape Cont	when the process of t		The content of the company of the content of the co	Management of a control of the control of pages of the control of	75	Option Like of the Lipid a consequence, then planty with against a four law - reporting a to it have the improvement of the lipid and the law operating a to the law operating a to the law operating a consequence of the law operation and law operati	No.  That the of companies to register desired of sciences an observe, seathers be about a seat of the companies to register desired of sciences and observe the about a seat of the companies and observe the companies and obser	As details in wallers, from it is privated as private from the property as a particular and the property and the property as a particular and the property and the property as a particular and the property and the prope
Marine Ma	Territoria Santini del Constitución de la Constituc	District Cape Control Cape Cont	Internal to the process of the proce	Van	The content of the company of the content of the co	Management of the control of the con	**************************************	Space that fire a part comparison, there games are squared whom the reporting or it is save included by the comparison of the comparison o	No. 20 Annual Control of Control	As details in wallers ( Institut Inspired by prime of prophys assumptions are judged to replace as making water-depoted as the prophys as a making water-depoted as the prophys as a making water-depoted as the prophys as a making water-depoted as a second as a making of the prophys as a making water depoted as a prophys as a making water depoted as a maki
manufacture and manufacture an	NAMES OF THE PARTY	District Cape Control Cape Cont	Internal to the process of the proce		The building as gample to make order you required and the Statistical Action of the Statistical	Management of a statistic to the control of process of the statistics of the control of the cont	**************************************	Space that fire a part comparison, there games are squared whom the reporting or it is save included by the comparison of the comparison o	No.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using a star	As addition in walface is the control supporting a primary in amount observable as pulling this requires an examinary and account of the control supporting and the fact in account of the control supporting and
manufacture of the state of the	NAMES OF THE PARTY	District Cape Control Cape Cont	when the process of t		The content of the company of the content of the co	Management of a statistic to the control of process of the statistics of the control of the cont	**************************************	Option Like of the Lipid a consequence, then planty with against a four law - reporting a to it have the improvement of the lipid and the law operating a to the law operating a to the law operating a consequence of the law operation and law operati	No.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using a star	As details in wallers, from it is privated as private from the property as a continuous public
manufacture of the state of the	Name Name Name Name Name Name Name Name	District Cape Control Cape Cont	Internal to the process of the proce		The building as gample to make order you required and the Statistical Action of the Statistical	Management of a statistic to the control of process of the statistics of the control of the cont	**************************************	Space that fire a part comparison, there games are squared whom the reporting or it is save included by the comparison of the comparison o	No.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using a star	As addition in walling in the control inspiration and properly institutive demands by allow proplems are making water department of the control inspiration and the contro
manufacture of the state of the	NAMES OF THE PARTY	District Cape Control Cape Cont	Internal to the process of the proce		The building as gample to make order you required and the Statistical Action of the Statistical	Management of a statistic to the control of process of the statistics of the control of the cont	**************************************	Space that fire a part comparison, there games are squared whom the reporting or it is save included by the comparison of the comparison o	No.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns condition, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using all columns conditions, to region feels state.  *** The date of impacts in a star to be using a star	As addition in walface is the control supporting a primary in amount observable as pulling this requires an examinary and account of the control supporting and the fact in account of the control supporting and

positions April .



								TE MANA HIKO
		Q1: Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?	i: 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?	QI: What do you think the benefits to domestic consumers will be under options 2, 3, and 4?		Q4: Do you agree with our preliminary preference for option 2?	QS: Are there any other options you think we should consider?	Q6: What issues that fall outside of the current Guidelines would you like to see us consult on next?
First name Last name	Response		ponce If no, please tell us what parts of the Guidelines you think prevent the greatest have from according to concurrent.	Open Ended Response	Response	If no, please tell us which option you think is better.	Open Ended Response	Open-Ended Response
Airon Millinsby	Not sure / I haven the Consumer Car Guidelines	er't leant of						
and the state of	Guidelines	27						
Machana	No.							
Juanne Dandoor		No, they are not. The Section's Authority cover review showed that installed us not considerity showing the disablement. Not it causing have to consumers. The Section's Authority should commit to mandating and convertiening all protections on the consumers are protected to the control of the consumers of the form of the consumers of the form of the control of the	Tec, but that decar's make parts 1 and 9 ananpartant. It would be best if the Electricity Authority committed to making the FLEL of Guadelines manifoldary.	et Voluntary compliance unfortunately diseorit work and is not working now for loss inconscient outcomed. The taudelines must be mandated in full,		tee previous answer, option it in better. Electricity retailers made recent profits in the last financial year, so they blood earlier using the mondating of publishers as an exceen by judgmore up for concurrent as they can easily afford additional occurs by put they procedures on place.	No observe an about with Pulmon I and consent now to consell pour than full load of the Pulmon III and the P	The gentater business madel which ensures the retailers who have the manapoly on generating electricity are making asserting and from the factories the shiftened other annualizes to be connected as only and the connected as only as onl
		No. they are soft the final householders (in an interest indused that croficious are all accounters) following the householders. Not include that is recommended to the comment of the com	of Gundetines mandatary.	Sherieface my preference is option 6.		can easily afford additional cocts a put these protections in place.		<ul> <li>The gendate/fusioned model/which encurs the retailest who have the monopoly or generating electronly we making execution profits and limiting the ability of other providers to be competitive and give consuments a roof choice.</li> <li>Discussion free.</li> </ul>
Gerald Parsonson	No	Many households on the lowest instance are finding it hard to sape with disconnection and prepay prices, and protestions for	Parts 2, 6, Tand 8: there must be clear and mandatory protestion for those on the lowest moomer and those medically dependan	Cytion 6. The Exchauld make mandatory and chengthen all protestions in the concurrer care guidelines acfast as possible. It should innestigate documentation feet and greigly prices.	No	Option 6. The EX chould make mandatory and corregities all protections in the concurrer care guidelines as: fast as possible. It should investigate disconnection fees and prepay prices.		
Jessa Nenak	100	Concurrent don't have cufficient information to seek help when things go writing.  Yes	4.1 and 1 also point to financially walreable consumers and should be included.	Options Earnist chould be manufatory		But include option das well	Engage with communities coding have cufficient time to access information, understand the information and are better able to make cubescores.	Payments and community engagement
Marine Barber	Not sure / I haven	m't head of						
	Guidelines							
Magge Taylor	No.	Voluntary regulation has proven time and time again to be no regulation. Time to go with mandatory regulation Tree		Efavour option 3	Tes			
datoy	No.	No.	san .		No		Clear guidelines of prices, change of address without additional cost, monthly-updates and interning to consumer greevances.	concurrers should be seated fairly and part of the 'concurrer group' not as daves.
Heather Desny	No.	They are not being followed considerably, causing have to outcomers.	Yes, but the other parts are also very important and the Bedricity Authority chould commit now to making the FEEL set of Guideline mandatory as soon as possible. If this work must be done in two transfers, then Fact 9 (fee; and bonds) chould be add	and Consumers need the protection of all parts of the Guidelines. Chily Cyption & provides this.	No.	I prefer Option & It is important to make the full set of Guidelines mandatory	Please go alread with Option E and coment now as mandating the full set of the dualerines of the work must be done in their stope, phone include Part 9 feet and bonds) in the first crape. But it is important that you commit now to mentalizing the full critical dualerines control their committees in the following committees are controlled to the following c	No. Cirily what has already been cast
	Not sure / I haves	en't heard of the I had no obe that there were Concurrer Care Quadelines in place for electricity-providing companies, northat they were valuetan't Yes	is the six of princip area.				размен. маленичного тере учену или на на развилама на подотеклано, положен дитум почетеклано.	
Bissbeth	She Consumer Car Guidelines	That no lifes that there were Concurrent Care Guidelines in place for electricity-providing companies, nor that they were voluntary. Yes		Clysion II	Tes			To stop selling our utility companies to overless loyers, indusing management of these utilities
Nobin Harris	No.	There it is established that all members of our country have access to electrosty. Assects a basic guaranteed electrical supply could be made used of a basic income established.  The final deviations to accommodify definitions that included our many. The final country from a more efficient field.						
Piona Militare	No	retailers are not considerely following the Guidelines. That is causing havin to consumer. The Electricity Authority Housel commit now to codifying (making manufatory) and direngthening all protections in the Consumer Carly Guidelines as fast as	Yes, but the other parts are above ny important and the Bedsidity Authority chould commit now to making the FEEL set of Guidelines mandatory as cook as possible. If this work must be done in two transfer, then Fact of feet and bondity chould be add to the bird of control varies.	and Consumers need the protection of all parts of the Guidelines. Chily Cyption & provides this.	No	I prefer Oyton G. Pinose samnit now to making the full ort of Guidelines mandatory.	Please go ahead with Option Eard commit now to mandating the full vet of the Guidelines. If the work must be done in two stages, please include Part 8 (fee; and bonds) to the first stage. But it is important that you commit now to mandating the full set of Guidelines contact this cannot be deliged in future.	There are also other consumer knows that require urgent action. He are investigate and consult on the following issues as soo other. Occomentation free Prepay prices The lask of public data on disconnections, including prepay according to the constraint of the con
		gazzatie.  The huge profits for greedy shareholders at the expects of the consumer is commod. It's an essential sensor and should be put.	is the six of procedures.					
(apparent)	160	back in the management of the citizencus NZ. This business model only serves the investors.						
Theresa Hunt				Cyption 1 - Continue Identifying ways to Improve Cyption 2 - Daubehinecto be Implemented by all and education for all 1s have the came understanding about the board Cyption 1 - cupport Cyption 1 - cupport		I leared towards option I and it, option I being the initialities preference as option-broad mean increased once which would not be been confider whiteval that are in statement consumstance:		
Thereta Huit	Tes.	Yes		across the board Option I - support Option 6 - support	-	costs which would not be beneficial for whiteau that are in coateneed cocumutances		
Dinell Brown	No.	(CONCINC) NO	Gare	aption 6	No.	agenn e		
More Hut	_			operate.  Options of ill search are important enough to be incigered in a guideline, they doubt be enforced by the court tour for profit entries to above by best proctor guidelines (fines in a penalty if they do not remove the motivation in far profit, and taking one of outcomers only in order to maintain profits in not inaugh of a college set to the noon unlessed.				
marké Hull	No.	Aca surse I see a second confirm of the community on the ward, others at their lowest moments. Trying to deal with a power company from a bought like of Linever eary, especially for the elderly or impaired a more dempotionate option is needed.						
Glory Tophan	760	No, the duddetness are commonly obvering their intended admission. The tilestocky hostileting's law in traver obvioused that retains a next assessment of holdwaring the substitute. That is causing their latest assessment in the Scholar common one is supplying (making monitoring) and obverging protections in the Consumer Care Guidelines as Solid as possible.	Tec, but the other parts are allowery important and the Bedsong Authority should commit now to making the PEEL set of Guideline manifolding is coon as possible. If this work must be done in two transfers, their Part 9 (fees and bondly chould be add to the bold placety peech.	ed. Consumers need the protection of all parts of the burdelines. Only Option & provides this.	No.	No. I prefer Cytion & Pissoe samest sow to making the full set of Guidelines mandatory.	Please go alread with Cigion 6 and coment now to monatoring the full set of the Couderbees of the work must be done in two Citages, please sociale that 19 feet and bands) in the first Citage. But it is, important that you connect news to medicing the full set of disablements contain this council as the following social this council as the following social as the f	
		names new reserveing (making mandatory) and divergithening all protections in the Consumer Care Guidelines as fast as possible.					possible. Disconnection frees Propayprians. The lack of public data on dissummentans, including propay dissummentans.	
Vol. South	No.	The companies can chose or not to follow the guidelines. Many chose not to or are not considert in the way they do follow them.  The CC need to be made computary and their needs to be monitoring and consequences for those retailers who do not follow. Yes	This Shear in-Cloics are important, but so are other paris. The entire CC needs to be made congulating and regulated as soon as possible. These need to money people get that need uninesecutarly, all order per-pay meters enforces a puritive regime, are changed actificity in place of an are benefit as common and are backed country.	Option 6- they must be manufacely.	No	Cyson-E		Cost of gare yay, making it mandatory and be required to grow/document all the way; each company has taken before they document power for non-gayment and recard how many disconnections it makes.
Ian Gennell	No.	them.  They are not being implemented consistently by energy-providers who can ignore them if they wish.  They are not being implemented consistently by energy-providers who can ignore them if they wish.	neigne Afthe higher date and are hard to cancer.	Ifficial option it is likely to be the best one.	No	I am not sure it covers everyone that is needed and really all the guidelines should mandatory.	Clossonection fees, Propay prices and the task of public data on documentations, including prepay documentations are important areas.	don't know.
		No, the Guidelness are not correctly delivering their intended adjustment the Electricity Authority's own review chared that rectains are not consistently following the Guidelness. That is course have to consistent the Electricity Authority should coment now to confidency (making monotony) and direngthening all potentions in the Consumer Care Guidelness Solid X, possible.	Tex, but the other parts are also very important and the Electricity hubbority should commit now to making the PEEL set of				Please go alread with Option 6 and commit now to manufacing the full set of the Quadrises of the work must be done in their stages, please include that 9 fees and bondo in the first case. But it is innovated that you commit	
Glean Riddell	No	relatives are not consideredly histoaring the Guidelines. That is causing barrels consumes. The Section's Authority should connect new to califying (making mandatory) and direngthening all protections in the Consumer Care Guidelines as fast as exception.	The, but the other particle above well reportant and the Mechanity Authority should coment now to making the PULL set of Gualdehne manifoldary as cools as possible. If this work must be done in two transfers, then Part 9 (fees and bondi) chould be adds to the but of printing areas.	ed Consumers need the protection of all parts of the Guidelines. Only Option & provides this.	No	No. I prefer Cyston & Please sament now to making the full set of Guidelines manufatory.	Please go below with Options that committees to mandating the follows of the dualities of the committees of the committe	Processive objects and consult on the historing source accounts possible. Disconnection free, Prepay price title task of public data on disconnections, including prepay disconnections.
Claudia	No.	The Guidelescare and currently delivering their transfer ductioners. The frictivity hashing's can review showed that ristilizes and concretely failured the ductions. That county have to conceive the first truth publication should consider a confine good on experiencing a principium in the Consideration for	But the other parts are also very impactant and the Electricity Authority should commit now to making the FISS set of Quidelines mandatory is soon as possible. If this work must be done in two Stanches, then that Itylines and bonds, closed be added to the loc	Z Consumers, need the protection of all parts of the Guidelines. Only Dybbon & provides this.	No.	I prefer Option 6. Pisace cament now to making the full set of Guidelines mandatory.	Please go alread with Option I and committ new to mandating the full not of the dusbrines. If the wont must be done in our stages, please include Part 9 (feet and bond) in the first stage. But it is important that you commit new to mandating the full of of dusbrines contact this commit is droped in fidure.	Please investigate and concult on the following issues at coon at possible: -bisconnection fees: -bregay priors: -the lack of public data on disconnections, including prejay disconnections.
		overgaying to my initialler while waiting for them to honour my request to have our meter initialled as it should have been initially contract we could write to a former retailer, because their communications & administration was so poorly managed.	of priority areas.				naw to manufacing the hall set of dissolutiones control first cannot be designed in follows:	public data on disconnections, including prepay disconnections.
Michael Toy	70	The data and cate that companies are not following the guidelines.  Yes		Cytion 6.6. the only choice that will really protect consumers. Cooks passed on to consumers are a choice made by the company not by the regulators.	No.	Option Eagain is the only choice that will benefit all consumers.		
		Those companies controlling capply do not deliver power at a resonable price at evidenced by exadictant purifics and the high cost is concurrent. No clear protection for people whose supply is canceled and no occupied free for insommentar.  No	Assurt measurement is expected and all consumers should be consulted before any canonitation of quarter, so one are quality.		No.			
Paul Green	No	cost to concurrent. No clear protection for people whose supply is consided and no record of feet for reconnection.	senia delivery.	Option Dr. my preference and Dre-evidence coggests that noticitary compliance is unreliable.	-	Option-Ex my preference and the evidence suggests that voluntary compliance is unestable.	No agition if covers my partnerson.	I would prefer to one a cap on profits and mandatory investments in upgrating infradiructure and fectioology improvements.
Eate Crawitian	No.	No, the Guidelines are not currently delivering their intended autointes. The Eliministry Authority's new review channel that rectains are not consistently following the Guidelines. That is covered have to consistent the Eliministry Authority should coment NOW to intellige planting monatority) and completening all potentions in the Consumer Care Guidelines as fast as excessed.	Tex, but the other parts are abovery important and the throstopy Authority should commit now to making the PEEL set of Guadeline manipatory is soon as possible. If this work must be done in two transfer, then Part 9 (feet and bonds) should be add to the first of printing-set.	ed. Consumers, need the protection of all parts of the Guidelines. Only Dybbon & provides this.	No.	No. I prefer Option & Pinose committees to making the full set of Quidelines mandatory.	Please go alread with Option Eard commit now to manufacing the full not of the Guidelines. If the work must be done introvide part by fines include Part by fines and done); in the final coage, but it is important that you commit new to manufacing the full not of committee or interest in the committee or interest.	Pincon investigate and consult on the following issues as soon as possible: Disconnection fees. Prepay prices the task of
		pacible.	to the lot of proority areas.				possible: Disconnection fees Propayginars: The lack of publicidate on disconnections, including propay disconnections.	paint and introductions, mounting properly organizations.
Andrew Lyndal Baker	No.	The intended automes are not true for every outsamer, especially vulnerable people to	Part 6, 7 and 8	Option 1: Disagree, comething needs to be done for vulnerable customers: Option 2: Disagree, they should be mandatory. Option 1: Agree: Option 6: National				
Lipida Basin	-		Partition Annual Control of the Cont	Reflore	ie.			
Note	No	They parell delivering their intended outsines. Your own review chosed that estates are not always following the doubeliers. The Revisions authority should not be reactions of concern Case goalettes. I have also difficulty petrag final of a nestate in the part, which is created where the exclusions is competed. The law does here with not be conscipled place accommunity or Wellington and the head states of people getting disconnected. This is disequence and life-threatening for some.	Part talsa caused harm	Cyston dix best - make it all manulatory to protest vulnerable people	No.	Prefer ogrices 6	Please go ahead with Option E and commit now is manutating the full set of the Guidelines. If the work must be done in two stages, please include Part 9 (feet and bonds) in the first stage, but it is important that you commit now is manutating the full set of Guidelines curbat this cannot be drived in States.	Distance: Distance: The pay price: The tack of public data on disconnections, including prepay disconnections.
		in Wellington and Eve heard stones of people getting disconnected. This is diagenous and life-threathening for some.						
Sebna Wilkinson	No	No.	Sur				You should canolier all 1	Excessive charges and penalties chould notibe imposed on rural customers because they choose to live outcode wison areas. They already pay towards whom sucts.
tany jones	No	Yes	At these are valentary providers can pick and choose what they will and word do leaving value table people open to being walker over by the provider	d Option operandes many weight for the EX.to monitor and enforce compliance		I think option it provides more treth for monitoring. However, I am not closed to option trif that means we can get this passed.	No.	Personally: don't think power should be privatised for profit and it should became public awned again. Most companies have proven they are more about the profit than the people.
tad Mithyl	No.	The intention is appreciated, through polarities only is just not enough.  There is a lot link in the media about extreme issues and people tend to understand there is a directive to make this is absorbable as possible.  Yes	These participe fine but other parts should be made computary too.	Cyrtion 6 has my full support as it will provide best protection for domestic concurrent.	No	Option 6 will provide maximum protection for vulnecible concurrers.	Basecove and unitar feec and charges	Managaly / diappily charging. Pricing based on demand. Electric energy is a common good and expectably in NZ is morely generated by the commons such as bydra / thermaly wind/ solar, it must not be used to enrigh individuals.
Sucan Ballantyne	We .	There is a lot loss in the media about extreme issues and people tend to understand there is a directive to make this as assessful Yes as possible.		Cyrical Ecopocally builds greater trust and hopefully awareness by concurrent. The chaise right now is overwhelming.	Tes	I do tike d but can see that Eprovides the same support in the areas that matter to me	No	A little more about dicability awareness and support would go along way.
Elaine Hampton	No.	Guideline care not mandatory or computacy. Without this curvey companies are not complying with the guidelines.	A care policy is not computery. I have personally been cut off in error without notice. I have also known of people with medical needs which have been sut off or comply refused power supply because their families have had delet with the companies.	Option 6- make all guidelines a mandated and compulsory.	No.	All guidelines should be computary	Another option to consider it residentising the electricity centure. This was built with public money and should be in public hands.	Residunable the power god nationally. Companies work for shareholders not the public.
Alan zenks	100	Ranging proces for those least able to pay. Connection/Disconnection charges should be elemented.						
tun Bauterry strate	is No	The Electricity Authority's connective includes resident and following the Guidelines, the last clearly need to be made measurement of the control of the Co	sure Part Suppears of equal importance to parts 2, 6, 7, 8.8.	Seaving the Guidelines valuntary is not an option, what is the use of a set of unmandatory guidelines? Option Cappears Sect.	No	Option 6 - there is no evidence to support the hypothesis that retailers will increase civit as a result.	No.	
Juan Avery	104	Communication with your customer is the basis of good business but this also empowers consumers to actively engage with the protein harmon than below thereout has been also and account fails.	Techutal park of the guidelines are important and should be mandatory too.	Cyrtion 6 - to give full protection for concurren; and all the information required available for them to make informed decisions.	Tes	All parts of the sade are important for domestic and small business customers	To. Effect and bonds: also need to be clearly displayed and understood by the concurrer too or can cause handship when they tool on after they loave a property betweening the power is fully prepared.	Cince information on the fixed component of prepaid paid fees needs to be clearly displayed in the pricing estimates and sale.
Juhn Wicks	No.	Am in a situation where I do not have the option of changing electricity supplier, and said supplier is changing well above the Nu	549		Tes			Small private suppliers who do not allow their suctainers to charge suppliers, and who charge excessively.
		I think I have appointer expensive with my provider blocks (blue. They have good outcomer service, are easily surfact able,		Clytion Econumic everyone will comply with guidelines. You'verlay compliance yields poor results and this will be felt disproportionately by those who can		I Shink & Sull mandatory guidelines is better. The authority haven't provided enough evidence to highlight		
Shreya Kao	No	The MATERIA applicative reportative with the provider faith CEAN. The May have paid continue review, are abile search 2004, the control of the material and the control of the material and the control of the control o	trees and bonds should be added to the list of priority areas.	Cyption Executes everyone will comply with guidelines. Valuation compliance shelds poor results and this will be felt disproportionality by those who can local Effort (C. Cyption 1 and 3 are closely scales of the solution years of the guidelines. I might be obly depending on the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the country of the cast does expected to list on the cast does expected to list of the cast does expe	No	I Think & Sall mandatory guidelines is better. The authority haven't provided enough evidence to highlight what the cost differences will be, nor how this direc competition, forcut to discern our performs option. All it says is that it'll be a fow its medium impact for option it and medium for option 4 of their cost performed option. All different for a higher impact with the latter.	Profession for option 6 gives att information-provided. Please add part 9 (feet and bondi) in the first stage of a staged implementations occurrany.	Distannection tees Propay prizes the lack of public data on dissonnections, including prepay disconnections.
Plysish Patel	No	If the guidelines were to be made sampulsary, only then can they deliver on the purpose and outsames. Yes		Cyptions 2 & theirl have clight benefits companed to option 1, in that it would make the guidelines cleaner for concurrence to understand but will not be of much more help than that no concurrence to have full benefits & be visiny fire about their power, uption it must be adopted.	No	Option 6 is best as sustaines can be provided power in the most faired way possible?		Sections should be provided by the manapoly provider of WELEnergy just as was the case back in the 1990s, before all the different power companies emerged.
Arthur Price	50	Power comparises are exploiting customers often those who are in need of mict cuppert. There should expubitions out guidelines, for these compared to adhere to.	Fact this also important and chould be prioritized	They hitle with option 2, less exploitation with option 2 but owill give consumers best protection	No.	Option twill proted those most vulnerable to exploitation by powerters	Option Est adequates	different power comparies emerged.  Buyeas parties comparies emerged.  Buyeas sizes, capping power prices, returning infractructure is public ownership, enforcing cooperative models owned by customers.
Michael Mulland	No.				3 Tes			
		I understand that the Consumer Case Buildines are not controlly allowing their intended outstands. That does review showed this Consumers has softlying as a result. The technology buildings buildings buildings being all protections in the Consumer Case shoulders addinating their potentials manifolding variabless. Earth Stript is one of our most basic and executed earth.				AL I Land before I think Cytion it would provide for better protection for customers mandating the full set		I are very conceived about the potential hamful effect of SMIs from timat meters with pulsed waves, tome timat meters may be included easily selections where people and even inflator or basis may be deeping. They transmit 30°7, Aud I will be also selected they increase concomption of electricity causing higher bills for people even though the goal wis to include electrolity concomption. This yeak unescoonly financial stress on people many of whom we similarly tangging to pay the
Jenny K	No.	the Consumer Care Studentes and making these protections manufaciny entraptional. Electricity is one of our most basic and excertisal energy.	trivinity of the Guideline care important and should be mandatory.	Lagree that Option 6 will have the most benefit to domestic outcomers and as you say the sucts would only be slightly more than option 5.	No	As trade-fore think Cyron & would provide far better protection for customers mandating the full set of Guidelines on that this cannot be delayed in future. Please also investigate task of transparency on Discancection feet and under Propagaporous.	Photos see my talt anower.	understand they increase concumption of electricity countryligher bills for people even though the goal was to reduce electricity consumption. This public unnecessary financial stress on people many of whom are already struggling to pay the
Sarah Nasilu	No.	home power componence are better than others. Many don't really care about their outcomers or make at quite difficult for concioners to access the support they seed.		Make information more acceptable to customent around how things work and how to exercise their rights. Must write-cable people are protected.	Tec			
Mil	No							
Tessa Excurles	No.	More needs to be included to protest people using and paying for electricity.	I think all parts of the guidelines need to be included	Simited. All options need to be included as protect people				
10	No	They need to be enforceable not valuntary.	But other participe important too	Cytion dis best togristed vulnerable people	No	Option duffers better protections	Please go alread with Option cand coment new to manufacing the full sector the Quadelines. If the work must be done in two stages, please include Part 9 (fees and bonds) in the first stage.	Piesse investigate and consult on the following source accoon as possible: Disconnection fees. Prepay priors the task of public data on deconnections, including prepay deconnections.
Shaked	No	Many people are dicadvantage when they may be unable to pay an time.						
		The product of a microscopy was not any orange or makes a play or a microscopy						The control of the state of the
Dine Print	No	Note the experience, time, language cities and resource needed to work through power supply cities with their installance. When the experience, time, language cities and resource needed to work through power supply cities with their installance and having mandatory-outsiness can requirements would go a biosimum today on the common of the country of the country of the common of the country of the co		There is an extreme power initiations between the power retailer and the customer. Option 6 will address that power initiations the most.	No	Option 6 does the most to address the power inhalance between the power retailer and the outcomer.		or pro-graph properties on a series unanomagnous to inclinited who are 20 the greatest need of controlling their origining.
Laurane Parkinson		Sowed possible stat.						
Falcings.	No	r unwas conductives need to have all the information.  Yes		speer speers	No	no marmanum Should be privided.		
		"Recides have angited to apper for amounts observed", recidently, but "Recitivity prospectant to the hardly, welformy", should for for amount for amount for a form of the second of the		dix the only option that ensures calling for the most valueable outsineers. If abustance is falling to ask this is a matter for the welf-we were now recover.				I believe that the responsibility of encuring payment for supply should be with the sazial sensors. Profit led power
Stephen Beutenkerg	No	people who are first or who get into a bod financial country, they become exposed is extreme models; chicke. For people who are first or who get into a bod financial country, they become exposed is extreme models; or deceth, if we are a carrier solvey then all the guidelines chould always be followed. Profit led companies will always took for work for whose code.		4.6 the only option that enough colorly for the most value color-outsines is falling to pay this is amaden for the written agencies to income with the outsiness (and the electricity retailed) at some later date. It should not be an option for the retailer to undiscretly out off the supply when the observable or impossible for them to determine.	No	As provincianower (II)	As previous answer to a	I believe that the exponentiality of encuring payment for upply should be with the sizual services. Profit feel power companies are not written agreement and zerv not in a file profition is a score, need. They should never undiscredit intentionally disconnect a customer, but they cannot be expected to provide written—this responsibility sets with the government agreeme, who can be provided the worther of the client independently of the power resident.
		coffere guidelines must be mandatory to ensure they are always followed. Making themmandatory ensures all retailest are on an equal factors, so they can compete on price fainly without endangering the tives of their most varienable clients.						
More Leadbeater	No	I believe that the Consumer Care guidelines should be mandatory. It is important to protest vulnerable users of electricity. No	Sure Other parts of the guidelines are also important					
State Leadbeater Spinio Styles	No	People are struggling to affiled electricity, are sut off, and those struggling the most pay the highest rates.			Tes			
				Option 2% broaded is the williss of the journ company professor reviewed beneficial change for desentic customers. The last of defenences these positions includes a convent citations in potent them in standard instants effective the generation of power companies in nationals. Option that the potential for execution is formed used instants and power companies in the potential for execution. Therefore used instants are deserved to be potentially executed in the common companies and companies and common companies and companies and companies and common companies and				Finance consult on source around the task of compliance of power companies in Autoance to the guidelines for the relationship
L Mydop	No.	The power company is our area has a managorly (in our area there is no option for aligning with an attenuate power company) and as a consument an outpetand to imputational privation.		we premium removaling power companies to have a general retirate awareness. Therefore would encurage come benefits to customers but not enough to justify an increased does to the autoimers. Option of well shange the way youwer companies, these their customers in interest and autoimers and autoimers and autoimers and autoimers and autoimers and autoimers are surreless and autoimers. The increased benefit of interest and autoimers are surreless and autoimers.	T No	system in server. This option is end they to create lating beneficial change for customers and provides the groutest protection to the integrity of these guidelines when is use by the power companies.	Law happy with option E.	in the control of the
				Increase cods to the consumer.				
Eate Smallwood	Not sure / I have the Consumer Car	er't heard of see		Make that upmer 1 had 2 or enging to printer unlessed automore. This upmer traines paped basines between excession paper upmer to be made an experiment of the printer unlessed automore and the printer and the printer paper to be printer to be made and the printer to be the printer	Tes			I think the Concurrer Care Guidelines also need to take a long term view, holding electricity compones accountable for the environmental impact. Thinks comeding that wit all rectal consumes in future, and will disproportionably affect valential concurrens; I think requiring power compones to be open and tonoparent about how their gower is generated will help will this.
	Suidelines Signatur / tibroom	er'i teardof		the additional cost passed on to them, and that this is passed on to those earning above a certain threshold, relative to income.				Dis.
Severley Parton	the Consumer Car Guidelines	zee t dan't think electricity suggly should be privatised. Suggly is a government/responsibility.	Communication is very timited.	All parts mandatory	No	Should be mandatory		Privatication of cappity
(REDACTED)	No	It is clear from recent publicity that people who are vulnerable economically and/or medically are not being well served. Yes	But I Think part 9 also needs to be considered. I don't think that electrosy should be supplied by for-profit companies.	Option 1 K not broable, Option 2 K lay. Only Options 2 and 6 should be considered and even then 1 don't know why it is necessary to have option 5.	No	Why bother, out get on with it.	of option Excitoses, then it should also include the section relating to fees care the whole point of the guidelines to protect the economically and medically-unlevable.	I think the structure of supply and generation of power for a sountry of only about 1.5 million people is daft. Hower is too important to be a for-profit enterprise.
Geoffiny Hinds	50	I gather that come concurrent have been unjustly penalmed, particularly those on law recomes who are dependent on electricity.	White I agree that the above are crucial for concurse protection, this should exit be to the neglect of the other parts actives also	The benefits to concurrent actually mornate going down the fuz. Option it is the most benefits it.	No	Some concurrent are very vulnerable and need all the protection available which is what Octoon Ecusabec.	Not as far as tarrisponented	At present 1 don't have resures personally outcode the guidelines.
		cuppy, some time ago comeane died because electricity was cut off from their cuygen madrine.	affect the consumer.					

Danish Till Andre State Control of the Control of t



										TE MANA HIKO
		Q1: 00 y	ou think that the Guidelines are currently delivering on their purpose and intended outcomes?	Q2: 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?	QI: What do you think the benefits to domestic consumers will be under options 2, 2, and 47		Q4: Do you agree with our preliminary preference for option 27	QS: Are there any other options you think we should consider?	QF: What issues that fall outside of the current Guidelines would you like to see us consult on new
Pint name	Last name	Tespania	Can you tell us more to support your answer?	Response	If no, please tell as what parts of the Guidelines positivits prevent the greatest have from according to concurrers.	Open Endré Response	Response	If no, please tell us which option you think is better.	Open Ended Enginese	Open-Ended Response
Robbie	webb I	No.		Ties		Option 4 K my preferred option 3 CT I CThe andy option that truly protects concurrent	No.	I prefer option Electures II is the most comprehensive potention and the best way to make cure energy extention are consciously following the guidelines. I am particularly supportive of pronoctions for wainerable energy consumers.		
Suesi	Soge		No, the Guidelines are not currently delivering their intended automes. The Electricity hutbridly is own review showed that retailers are not conceiverly following the Guidelines. That is couring board to conceive. The Electricity Authority should current new boardings (including about producing and diregithering all protections in the Conceiver Care Guidelines As Soil X possible.		The, but the other particle allowery important and the third only Authority should commit now to insting the PSES one of Cadehine chanditury is coming passible. If this work must be done in two Standler, then PAIT 9 fee; and bondit should be added to the bit of printing areas.				Fixe go plant with Opins 1 and content on the mandating the full set of the Students of the manuscript to find or the students of the manuscript to find or the students of th	
Paulina	MEANly 1	No.	pocottor. The Electricity Authority (should commit now to codifying and circegithering all protections in the Consumer Care Guidelines as fast aspossible.	THE	Test, but the other particle allowery impactant and the Efectionity Auditority should assement solve to making the PLES set of disabetive reasolatory as coon as possible. If this, work must be done in two transfer, then Part 9 (feet and bonding should be abbedition to 161 of priority areas.			No. 1 prefer Option & Pinose sament now to making the full set of Guidelines mandatory.	Fixes guided with digins and connections to conditional feature of the discrimance for which the connection does in the college, process related the Text Species of based) in the first days, but it is expeciated that you connection that the connection of the discrimance of the connection of the conn	
Stephen	Matin	No.	Impossible for concurrer to make retailer to retailer prior companions: Impossible to be paid for groung curplus back to grid	THE		Profer economies option 2, and an OX with appear 6.	No.	Option tis better. The casts can be distributed acous millions of consumers, and At technology can	- Опиционеския бем - Унирау роск - The lack of public data an dissumentions, victuring prepay dissumentions	The whole energy sector needs reform to move from a greenation for posits model to an energy conservation model. It policy change is required to achieve this, beyond the scope of this question.
	Marter		No, the duridelines are not currently delivering their intended autoimes. The tilectricity hutflortly score review showed that, entailers are not considered in following the fluidelines. That is covered have no consumers. The tilectricity hutflortly should		The, but the other parts are also very important and the tilestodity Authority should committee to making the FXXL set of Caudeline manifolding as cook as possible. If this work must be done in two transfer, then Fact is fire; and bondly disublible added to the fold of printing wards.			No. 1 prefer Cytion 6. Prease commit now to making the full set of Guidelines mandatory.	Please as alread with Outron t and commit now to mandation the full cut of the Quadelines. If the work must be done in their closes school reach titles and bond() in the first close. But it is important that you commit	pointy values are equived as an above that, beyond the leape of this question.  There are also other consumer rower that require urgest action. Please investigate and consult on the following into axion as possible. Evidence close feet Prepay priori. The task of guidat data or disconnections, including prepay disconnections.
Lythley	Huitel	No.	No, the Auditives are not coverely delivering their intended automore. The intrictionly authority from review based that controllers are not considered yishameig the Qualetines. That is caving how to consumer. The intriction Authority should connect new to saidlying (making mendiosity) and direngthering all pathochisms the Consumer Cave Gualetines as fast as possible.	Ties.	Casariner manifolding is cook is possible. If this work must be done in two transfer, then Part 9 feet and bound of whole to the bit of poorny privat.  Fact X 6, Tandill are the most obviously important, but the other matter too. Not notation, if power companies choose not to	Consumers need the protection of all parts of the buildefines. Only Cylpton is provides that.	-		Private private with Opposit and connect own to excellent greater former destinance. If the work must be done in these tables, private include 75x1 fifter and banda) in the first cape. But it is, respective that you connect new to executing the full set of floatedness cutted this connect be droped in Subsec.	tack a poculari: Excounted their Prepay priori. The fast of public data on disconnections, including prepay disconnections.
Cathanne	Leggott	nec No	The disclarines are OK, but lookings: They need to be mandatury. Also, it would be good to coveregible them further, to make our effort disconnection fees and perspay principales reasonable, to avoid penalizing loss records households.	Not care	bother is eguing good records of how they are looking after outdoment, how can those companies be held to account for any failures?	Option It is a bare minimum. I would prefer Option 4, to give maximum protection to concurrent.  The quadrienc need to be mandatory	No.	I prefer Option it, to give the best level of consumer protection. Becatory is abase right, not a privilege, the compares who provide it should be under a legal (as well as a moral) obligation to provide the highest feed of consumer case.  The auditines chould be manifoldory.		disprepartionately angest low-income households:
Nichard	Charlewood	Not sure / I haven't heard of the Consumer Care		Not care		Valuetary guidelines are nanosculy atthait at providing certainty for the most unneedable. Some mandatory measures for an essential sensor would unemneedacy, need if increases cooks a little. Thought if it increases cooks, that implies the companies were not adhering to the guidelines before and construct that the provided in the construction of the provided in the construction of th	Tes			Wordfall profits and returning those to either customers or using them to build/enew infrastructure
Times.		**	When the powers in our community either go without power, have to pay huge feec on late payments or use pre-payment opposes where they can't access lawer levels, and the inelically-required power is not guaranteed, yet the power companies constantly boast about their huge positio, and set their wholesable process legis that the onable retailers are hug died. This is not	_		seather design, we will designed could still be Tought of the reservoir could, that designed the supposes were not althoring the planter between the could be a supposed to the planter of the could be a supposed to the planter of the could be a supposed to the planter of the could be a supposed to the planter of the plan				If we new the water is our land, and the airs our cities, why are we paying outh high size? Capping wholesale rates we benefit the citalies companies trying to survive in the laig fish alpaneum with it capes huggs and greedy major players.
			constantly beast about their high profits, and out their whole-side prices as high that the consider retailers are high test. This is not fair.  Moundale mandatory	_		but the power companies (who make money from reviewable source-thic they got it for free) would like the cock to cover their buttle and we'd possibly be to an even worse challens financially.				benefit the condition companies trying to curiove in the big fish aquation with it coper hungry and greedy indoor players.
Michelie	Vedal I	No.	Sound Se Handstony  Some companies are not following the guidelines.	THE		Option 1 and 2 with not change anything. Option 5 and 6 will actually make a difference	Tes		NA.	Trends sure.
Metr	tul I	No.		Not sure						
Meria	Falley	No.	They diago ut firsto much money in a monthly basis and make billions in profit every year and all they do for that is maintain the lines. Even come of that they get us to pay for, it's disputing!	THE .	It's just not fair that they are in chaige of everything and don't have so tell us anything or give us a second thought	The will have better control over-whot companies we use as they will have he the open and howest with us and defiguantitie people who only on power to day allow due to a medical standards. They have except profit to pay for changes and not pass it note us. If nondativey godernes are set in place, there will be competition within the campanies and disk yell have before us destinated a get the confidence.	Tes	Better for all	No.	Noti sure
Anne	Culties	No.	t do not think that essential utilities chould be in the hands of private owners. Those who cannot affired the cases must still have warmth and the capacity to cook food and dean themselves.	THS.		Cytion 2 - this does not ensure better conditions for consumers. Cytion 5 - Leaft see this option resulting inmuch increased costs for consumers, if want any increases reprincilly checked by the thicknoting Authority. Option 6 - I don't waint to one increased costs for those most affected by changes to their parket cost and are	Tes		No.	Not aware
Annette	Ranendell 1	No.	People are being driven into debt and unable to keep warm leading to thress and same times death when their power is too expensive or out off.	THE .		Option (in the best as companies are not doing what they should if they aren't finished to.	No	Option 6, all mandatory		
Peter	Melan	Not sure / I haven't heard of the Consumer Care	The "intended outcomes" are not outcomes, they are proportions. How can people give a seesible answer to the question? Exhib		Again, the structure of this question is appairing. You would wrong to trust any analysis of the results.	Clyrion 6.		Again, the questioning poorly set out. Yes or to its what? The previous sentence tests us that we have a chance to set you samening. In that exhibit the question is about. Who waste this could. This previous writing more could write they have had same education about how to continue a curvey. If guidelines are not maintainy then they only be followed if ours the copies. (Devision):		All concurrers should charged according to the time of day. This is possible with thick blednic. It should be uniformly the
	Howard	Not sure / I haven't heard of						writing most such sens they sely seen rule some executions associated was associated a servery. In galaxierons are not manifolding files they sely sels followed if sums the supplier. Obviously.  Nonethelies it cliff have disults about whether this is enough.		label brow.
	makee I	over Libridumer Care Guidelines	their those actually head of the dustries clust is for act know they are extraordately and they postably should be. That the private sector can be trusted to deliver on social automore is a new deed in myth, and government chould discord this may immediately if they have not yet does as.  Guidelines must be followed and there are not.	Not sure	Again, it have that 1856 about parwer companies Chelandour to comment, other than to key the question would exchain amount of the current challotine was constituting, so enderly it is salt.  They a have their place, but oppose it should also be included.			Nonetheles I citil have doubts about whether this is enough.  I do not tout the assporates. They'd go for profit every time.	Learners constant army.	Same St. salar opers. Tehing communities buildings oper such
-		-	Guidelines must be followed and Debe are aut.  Note the Guidelines are not covered, delevining their intended outsines. The Electricity Authority's own review showed that installers are not accessively following the outside for this is covering from the concurrent. The Electricity Authority should connect cave to codifying (making mandatory) and direngthering all potentions in the Concurrent Cover Buildelines as Set to accessive Cover Buildelines as Set to access the Cover Buildelines and Set						Please go alread with Option 6 and commit now to manufacing the full rate of the Quadrities of the work must be done in two capes, please include Fact by Sec and Bond() in the first cape. But 8 is important that you commit	There are also other consumer looses that require urgest action. Please investigate and concust on the following issue
Anna	Cathness	No.	commit new to sadifying (making mandatory) and strengthening all protections in the Concumer Care Guidelines as fast as possible.		Tex, but the other partials abovely important and the dischorty Authority should cannot now to making the PEEL set of Guidelines mandatory as coon as possible. If this work must be done in two transfer, then Part 9 (see and bondly should be added to the lot of possible area.	Consumers need the protection of all parts of the Guidelines. Only Option is provides this.	No.	No. I prefer Option G. Pilose cument now to making the full set of Guidelines mandatory.	Price go bett of Digits in all counts with containing the field and the deaders in the earth and the does not copy, given incident a Spirit and a locally intellecting the first copy and it is upported that you count in a second containing the containing the second containing the second containing the containing the containing the second containing the containing t	There are also other consumer sources that require urgent action. Please true-stigate and consult on the following state specially. Business the following state of public data on disconnections, including gregory documentation.
Stame	Lian I	No.	The Electricity Authority's own review chawed that recisiens are not consistently following the Euridelines. That is caucing have to		Tex, but the other parts are abovely important and the Medicing Authority should commit now to making the PEXX set of				Please go alread with Option 6 and commit now to mandating the full use of the Quadrieses of the work must be done in two Copies, phase include Fact by Sec and bond() in the first copie. But 8 is important that you commit	
0		No.	The Electricity Authority's over-review chaved that retainstance occonnationsy following the Guidelines. That is causing have to consumers. The Electricity Authority chause current new to codifying frustragemandatory) and strengthering all protections in the Consumer Care Suidelines in East is possible.	Tis	tec, but the other parts are above by important and the steed body husbody broads cannot now to making the PEES set of Guidelines mandatory as coom as possible. If this work must be done in two transfers, then Part tyles and bondly chausable asked to the bit of priority areas.			No. 1 perfer Option 6. Pieace commit now no making the full set of Guidelines mandatory.	Finding pain and with Opposit and uncome to an extracting the finds of the desirence. One exists nuclear for a discuss include part of \$1.75 pers and desired, in the finding operation of the control of the desirence of the desirence of the desirence of the control of the desirence of the control of the desirence of the desirenc	
sach	Dunning	run sure / I haves't beanful the Consumer Care Guidelines	Main'thead of the guidelines until taday	THE	But if it's worth drafting then the whole thing is important	Cyrison is clearly defined and maintained rules for all parties, equally administered by an external monitor gives greater equally and recurring and Songarency. The power companies have made workeard profits, they can use same to breef to everyone.	No	opsom a given companiedly. Shouthy also mutaat insponsibility for all interests. The please companies know each profit or shouth can leverage part of the social. Consoners can be repay legative, apply from changing providents—which is not always an option. Priorit up and take a stand for the common good!	No.	Don't know
			Guidelines are great as long as even point follows them. They don't, but it asserting is important enough, the asserts or including copies and including particles. It personally the offer that a deposition or including and excluding valuely. My expensions with important enoughly that have particled proposing with the Clinical Control and Analysis. And in a subject of all other particles are subject to the particle of the analysis of the analy		Acceptanced in my own example, according information on fine and head or was associated by an the burn					I would like to see analysis outlists youtliste about outsy who also have been and have the
Ellen	Blake	No	part of a change to outer parent, that i was on an objective plan and had been paying because for some times farmly power. So the company had been entaining parties from my operations in alter than their is acceptable. Companies chould be required to update accelerate restrict information on the benefit for them as consummances during. This could make all the difference for come people is they can afford power.	No.	As conclosing any own example, accords information on their and boards only importants gir the fact dust for power. This is more important that finding people in which me higher that dealer, it could cove them from that enhances and potentially life threatening critication. Part 7 and it are also key first chaps.	As pervises, parts 7, 8 and 9 should be mandatory as come as partition. Other parts should also be included as mandatory Option 1 in net an aption.	No	Think part this a key to improving the cituation and should also be included	mit thought in valued in the only invading requirement. To whalf be good to see a commitment to eating at the part modeling men of this is staged process. To would like four manufacturing of the decided possible commitment in the commitment of th	Transcriber of other analysis (unsupportunated and accountable of enters say produced and every service more), commercial transport, in which produces are an informated Statements about the profit electricity companies make and bow much calcularly supports, their insulatory.
Jeogra		Not sure / I haven't heard of the Consumer Care Guidelines		No.	$\label{the problem} Mike then by a large percentage of their profits, if they don't follow them. Make three yay as you go electricity providers also must comply with the guidelines.$	Cyrlian dis the only aption, if left voluntary, electricity providers won't comply.	No	Blechicity companies only care about profits for themselves and their shareholders. They will not comply with voluntary guidelines because it will have their profits. Not must use fairs, the XRs of profits will be fined unless you comply. Nothing with happen unless fairs is used.		Will propayelectricity providers have to follow the guidelines of against acr ass used?
Abstan	Gunn	10	Recause many retailers don't in fact fullow all of the guidelines. This is the problem with systemal rules	THE	This these particine very important. At the came time the other ports are abloveny important i crossify recommend that the timestrative Authority water the PASS set of Guadeline manufactor; as cook-as possible. If this work waitly must be done in two steps, then that they've and bondly chauld be added to the lot of priviley sees.			I prefer Cystion 4, and strongly ask that the Electric Authority makes the full set of duridelines mandatory and does do now.	Takk Turry up a head with Option Each exactage the field out of the duckness. If the work must be done in two chaps, please include Part Option Each discool, in the first Copye. I believe that it is reportant that you connect exact in connect the connect to discount the discount to discount the discount to discount the discount that you connect exact the connect to discount the discount that you connect exact the discount that the discount the discount the discount that you connect exact the discount that you can be added to the discount	Lan particularly concerned that pregay sunnections are _more_expensive than other forms, and operate deprived for Please investigate and consult out the following losses as soon is possible: Discussmention free Pregay prises the last public datase dependentions, including pregay discussmentions.
Stacey	Ryan	Ws.	While I did feel that the guidelines are helping consumers, not enough providers are meeting the guidelines as they are not	THE	their Right Righest and bonding chound be ableed by the rick of priority areas.	Option 2 will dill allow companies to not fulfille the guidefree of they us work. Providing power's a public service, and should be tristed as cuch. Option 1 dill allow companies to any public build will be information that is required to give a custament they need to chloson the convect provider for their needs.  Provides a first an External Information Conference and work of house a first and or any other public service.	No.	Option 4		pulm asta on disconnections, including propay disconnections.
66	Withers	No.	mentancy. Martines are not concentrately following the dual-times to a 2001 review, but the retaines (Migra cent, serving use in three households) wither admitted they did not fully follow the dual-times, or did not even repoint to the filteriority authority with a cell suscession. Concernes are length harmed for retainers do not follow the dual-times. The indicator, come retainers are followed and the dual-times are of their charge grade recently and allowing them and of pricting fining follow discussions of their charges grade or event restilients are	Yes		Name in an inclusional security for the same in her defect.  Medicine an extraorability of the same in a final and security of the same in				
			chaping unreacosable free, or nother jung client is be prevent delt. Some retainers are discarreding thoursholds without being tipps to final alternatives, recipie while are inedically dependent on electricity do not fined cafe, because they do not have associated that their intollier will not alconnect them.  I think electricity prices are too logh for concurrence. I also show there should be rules that decourses who greenate.			has solvable to short taking copy; is find directions. Projet who are medically dependent as electricity disjections for left feet safe, because they do not have assumed that their creater will not discussed. Even.				
Emma	de Lacey		I these electricity priors are too high for concurrence. I also thresh there should be rules that encur that concurrent who generate electricity through solar pases, private hydro collevens or word between any purchase propose when they fixed body into the graft. Prespect collection and the graft reventor exchange in a collection. The order change invasit to see is to allow concurrent to use as electricities as a collection of the collection and	Not care						See my earlier resigance.
Victoria	Quide	Not sure / I haven't heard of the Consumer Care Guidelines	I have heard of the Concurrer Care Duckehines but ham not confident that enouring tight the best deal or my interests are aproximly for any provider. Such a percentifications when consenting changes but the impression a per is that this is done on the provider remarks compliant, not that my related (the haring a fembral vacance) are considered.	Not save	I take yourword fur it but have not read the guidelines.	Because option it is likely to be used to justify an increase in consumer code, option this preferable to leaving compliance voluntary.	Tes			
Alan	Thataber 1	No.	Retailers do not appear to be considerelly following the guidelines. This is typical behaviour of any voluntary scheme.	THE	However the ather parts are important too. All guidelines should be made compulsory.	Option it is the only one that will achieve desired outcomes, considering the purios made by gentaders, any small cost increases are laughable.	No.	Option 6	The following need further investigation; trosportation free and propagators are expliciting the most valuesable. Companies are clearly accreted about the potential for endamparament by the above and do no wait global pressure on these sours, benefit the facility published about this exceeds a change.	Se question 6
Peta		Not sure / I haven't heard of the Consumer Care								
Fac	Baskett	Suderines No	The gressiters are committed to rewarding their chareholders. Electricity should be considered an essential condor. To this effect the consumer care guidelines must be riginate in the postection they offset violentable viers and they must be riginatedly enforced.	THE		Tenduse appoin 6	No.	I madrual the commercial cedior. Option 6 in the only appear I support.	76	The fine market offers no security for uninecable customers. Government must offer subsidiac for households and communities to become undependent of the intensit get. By market proceeding earlings other throw the only way to proceed the communities to become undependent of the intensit get. By market proceedings earlings other throw to the only way to
	Beard		enfanced. This yes, but for both of propin to fine, but also twic one of many who were forced to be finesting with a work from the before any with the wholley before all one who was already dust in wholley writted that do not meet the monotonian constants contificated to be for the propin wholley are not to be for the propin wholley are the proping wholley			But E. Cating for the people, not companies, is mandatory. The mid-old white mere who've rever had to worky about their powerful a day in their lives can				ensure copply for all without the need to fire up Huntly with sail or to build the large hatterly project at Lake Onclaw.
Zasare	Bound	Wes.	existly foot the list for trying to keep vacuum in top in that. I are a conclusing win woulding across of propage with shull off their power when they go notific which and shull indicate they place to keep the bill down as much as possible, and there's lake syst becausiges, about the meter being read properly.	THE.		The same of the proper companies, including a residence in the companies of the companies o	Tec		publicating (substanting the electricity in that its accressive for everyone and there is competition between companies that utilisately put have consumers. A	
Bilan	Cumber	the Consumer Care Guidelines		THE		Cyrises I	No.	Cyson t	No.	None
Sue		No.	I do believe, from personal experience, that trying to get in touch with a human regarding a problem with an account is roully	THE						
Dia.	Oliver	No	In this links, from premuting species, this trapping per is shown that have requiring a position when the instruction study of the production of the price of price of the companion of the price of the companion of the price of the price of the companion of the price of the price of the price of the companion of the price of the	Yes	tot all parts of the concerc case guidelines should be what the compares are schally below, and these should be concept-execution mess compares of they dust but, then and of these and but, dissers "most with a company with floor exch indisence as a family called the and budget.	This indiportion is against and guideline chand the inflored are not a country part of part and the increment, the field of why, because they've made fur to much publishessly waite side proper does under a blank of a water function they sent affects on a blanch case.	No	Options flowing the safe option that is fair to all companions and all connumers.	to, 1 to day before we start for grown against at the unit gaption.	I think thickness with power disults disuled be addressed closely and in leg Motors. I these people checked to so their jet they raised a generate of the thin step, a harmone. I these propy opinior disults have the same principle regular parent. The principle of the same principle is explain their their public baseful as at discussion, because within Equilibrium. Alone, I'C and money.
Rathel	Stevens 1	No.	As common who is medically dependent, tam always comful to paying bills, but is agreed up as a medical dependent about 3 years ago for so I thought only to be told when I moved that didn't share that could althought only a late tended excellation from any conduct. They define registrations to one own the forms that they define that they define the process again.	THE		Minally option 6 would be the best outsime, but option 1 is a minimum standard power companies should be held to and accountable for.	Tes			
Melina		No	Those sees stones about people who have been out off and face again confined fees to econnect that they cannot afford. Have also sees stones about people medically dependent on power laring out off.	THE		I model perfer to see parts 2,6,7 & Emade mandatory if not the whole lost. The power companies are there to provide a service to consumers not to make log purific.	Tes.	I think Option 3 is the minimum that should be done	es	affordability of power custamability of power production
Ned	Milheun	No.	They should be made computors, rather than valuntary	THE			Tes			Protection around lines maintenance companys disconnecting gover without giving any notice which is actively focus
23g	Males	No.	The guidelines was setup to promote fair use but Expansi profit and greed has taken over 1 ode with electric law on their stake.  No, the duidelines are not currently delivering their intended outsimes. The Einstropy hutboring's laws review showed that	THE		The greatest protection needed for concurrence needs to be mandated Juption 8	Tec			Salte right act type
Tegan		No.	Mis to distributions and countries global regions are not distributed. In the Tradition for Administration of the Contribution of the Contribution and Contribution and Contributions and Contribution and Contrib	THE	I stock all of them are muct important and need-disablying!	Hach these against 2 will charge anything I believe opines a will have the ground therefore for consumers but Think near needs to be done, there will be cost for given comparent but consecting power comparent. But consecting power comparent but consecting power consection of the consection power consection power consection power during power comparent but consecting pow	No	TStack guideline tricione of the crucial elements of the guidelines and chould be included.		This name sends to be done a pace of excellent file couldn't be suppled. If this like electivity, authority point the behavior, and the place of the behavior of the behavior of the behavior of the behavior of the send of t
ii.	Fines.	Not sury / I haven't beaution	If our meyand or non-discret is every gets done by anyone. Anything optional neglithas well not be there will be no postive results for concurrent.  There are still many biosochialisk changing to affind their power bild from all enables of source.	No	chould permits out complying—the tanguage needs to be chall to get compliance and intended results.	People would have the company was interestinally hadron given and the government not doing much to protect their with options 6, 2 and 5. Relationships would be further harmed and entitled.	No	You protend that voluntary compliance with oppoint guidance that concurrent need and many would actually lapper. If you make that recitive, you will lave greater problems to knowle and knet to go with all manufactury if you are making fact based decisions.		Securing victime and other others used to decentise what help a coughing customer gets automatically increases, all with amount of financial help, as inflution and other code; go up with time.
	-	name of the last	There are old many households cloquing to should their power little from all tentans did not over- built composes don't filling time following guidelines columnity used for the constructive processors of the composes where the constructive processors of the constructive processors or construct information on case, git, as lawy, not shall to construct in your way was comparate abort and then figured out the difficulty-most proceders keep this unformable holder all over the processor have weekled.							
Poops	Shenoy	No	executory providers for a low place, note of the companion websites give constraint information on rate, get, ealway, etc. that is create my awar companion other another figured out the difficulty-most providers keep this information hidden all over the place on their websites	No.	If they are a part of the guidelines, then all octions are important. And part tabout feet and bonds seems relevant too.		No	If it was important enough to be included in the guidelines, then each rection must have correcting important init. Why pick and choose what should be mandatory?	No just go with option 4	Floors investigate and consult on the following rouses as coon or possible: Dissummedian free: Peepsy price: 11 of public data on disconnections, including prepay disconnections.
Tannny	Gibsan	No.		THE	Lates their doing credit checks and declining people is too hands. Because they confirmd the best power deal to set them because of this.		Tec			the control of the control
Malouim	Milweit I	10	Coulethers are all very well, but important aspects need to be mandating to protect consumers better  I believe consumers need the full ort of couletimes to be mandating, as connecposition.	No.	All the cognetized guidelines need to be made mandatory. If come are being separated out tree of to be added  All conditions depend on some than			Cytion Ex better	Notified can think of.  Make all guidelines enandations!	I believe the curriest positive of companies winterly briting people to change is wasteful and stopped and should be out
Brest	raditio	***	Tablew decisions used the first of Guidelines to be monthly as submissipation.  No, the distributed are accounted provincing their instancial distributed. The Electropy functions is used involved distributed and considerably following the buildines. This is curried because in the behaviory building modelines. This is curried by monthly followed provincing functions are to considerably activately about the Constitution of t	-				Make all guidelines mandatory!		
Bellara	etik .	No Not sure / I haven't heard of	remains are two semogramy additional that Goldelines. That is causing board to container. The thirs follow be closed connect new to codifying (making monitoring) and direngthening all protections in the Consumer Core Guidelines as fast or possible.	Yes	Two, but the other parties allowery important and the Medicing Auditing Auditing Audit connect own in militing the YES and of Guidelines consolitating as cook as possible. If this work must be done in their Stander, then Yes It if level and blanding chaudible added is the bit of priority areas.	Consumers seed the protection of all parts of the Bunkelsers - Only Cyddon 6 provides this.	No	No. I prefer Option 6. Private isometroom to making the full ort of Guidelines mandatory	Fixes go had will digitat and count on an invasting the later of the substitute. For wath must be above than stope, given an independent of the Triples and bandly in the forcings, but it is reported that you count or included the substitute of the substitute of the wath must be above to the stope of the PRT five and wath, in the forcing the substitute of the substitute	
	Miles	the Consumer Care Guidelines								
Share	Montague Gallagher	run surt / I haves't beanful the Consumer Care Guidelines								

pasierm special specia

## The Electricity Authority Te Mana Hiko Consumer Care Guidelines Consultation | Survey Submissions



				Q2: Do you s	agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to					
	Ladiname		ou think that the Guidelines are currectly delivering on their purpose and intended outcomes?  Can you left us many forespect your answer?		consumers?	Q1: What do you think the benefits to domestic consumers will be under options 2, 3, and 4?  Over-tindestreasese		Q4: Do you agree with our preliminary preference for option 3?  If ea, whate tell as which eaties wouthink is better.	QS: Are there any other options you think we should consider?  Over-torief frequence	QC: What issues that fall outside of the current Guidelines would you like to see us consult on next?  One-thold fireagese
First name	Lad name	Response	Can you led us more bi-support your answer?  No, the Guidelines are not currently delivering their intended outsimes. The Einströdy Authority's own review chowed that	Response	If no, please leff us what parts of the Guidelines you think prevent the present have from according to concurrent.	Open Ended Response	Response	E no, phase left as which option you think is better.	Opini Entiré l'Enigonea	Open Ended Response
Alysha	Richards	No	No, the doubletest are not conventy accessing the value of the control of the con	Yes	Two, but the other just are abovery important and the Bedoldin, nuthronly should convent one to nutsing the PALL set of Qualether manufactory is come in possible. If this work must be done in two transfer, then PALT 9 feet and bondly charille added to the fort of priority area.	Consumers need the protection of all point of the Guidelines. Civily Cyddon & provides this.	No	No. 1 perfer Clyston & Pinose summit now to making the full set of Guidelines wandstory.	Frace go and with Qians dual count may be consistency to condition. The discussion of the work must be done not be capter, please include Part Sylvic and bonds) in the first Cape. But it is imported that you connect makes in recording the condition of the condi	
zamie	Simi	No	My fixed who walk withhorseless and disadvantaged have many states of the most voluntable people in our country being corneed by placer entailers. Energ discussed all because of a temploon financial clisation and being to pay discusses and reclamentation feets on their fileographic epistettick during a cold or oriscitions or unabsplacks.	d Yes		Neer companies have had not year to understand and apply the goodelines, these no fault that outcomes for three Zendandors will improve understwee apply option 124 least, option as It best. This needs to know the conception that have people and found to provide minimum territorist confirmation people. This option is 15 and 15 minimum territorist confirmation people. The option is 15 and 15 minimum territorist confirmation people. The option is 15 and 15 minimum territorist people are found to provide minimum territorists and the option of the	No	Cytion C, as per previous comment.		A minimum re-investment of graffic over a certain thresholdback into renewable energy inflastiviture.
Checke	Duncan		Leading with a 2 housest action and considering pringers have accupyed the continue for help functions will pringer a large and pringers and the continue for the continue for any principle and the continue for any principle an	Yes		This soil gen assessible for year orange to early and more performs. Named orange while now some hypering performs of the performs of the performance of the performa	Tes		When the control of t	
Jessica	Walker	No	The self-assessment shows that not all intalless are failuring the guidelines - are obtainly show heard that some intalless do not have an understanding of the guidelines and soveres of they say they are aligning, they don't actually show. As someone, annable of people are struggling to pay their bills and if it intaller actions they should be greatively solitating their audieness to offer support. It is highly walkey this is shoppening.			Cyrian Elimitally with a placed agrounds to implementing option 4. The retailors who say they are already following the governors shouldn't more excise outset they are already disting by the "ruler."	Tes	But the end good chould be the guidelines are mandatory in whale, it don't think we need to worry about keeping used, down for retailers, expecially the ones with the largest continued bases. They are called their making profits of about \$7 million a day.	10 ani apton 2 dhould be implemented at soon at a pessible, with apton 0.5 follow store after	Data transparency - retailers chould have to display how well they beat their outsiness experiencing hardwig. That way, people who are concerned about this cost of thing can choose where to take their business. Solly continent most at make have will have the least choice about where they get their power from.
	6	No	4							
Greg	Nigo		No. by that the purpose of the positiones is to support pure power company to. In boild positive indicatolity with their continent through their individual count could be placed to the continent through their individual to the continent through their individual to the continent through their continent through their countries of their continent through their contin	Yes we	It's accessightal have guidelines—they need to be adopted and implemented.	Option II. But can you were the guidelines to problem prom gauging?	No		As the mentioned before. Now we self can the ventional component partly TREATE copying sharpy the recorded exceeded exceeded and profited	Obviously, the major issues is price goinging of that sort going to be fixed the curvey is too theck.
Gardon	Sage	Not sure / I haven't heard of the Consumer Care	No.	Not care					No.	
Jacobsky	Marry	Not sure / I haven't heard of the Condesine Care Couldelines		Not care						Tappenior that pip are general feedback on the blackness, the lawy thomat deviced line to making the discussed in the American entails global enterously lawy processing, the responsant to the mines in the point of the presence, causality for entails are sufficiently entered to the question global enterously included places for the enterously entered to the enterously processed enterit in each place that the enterously entered to the enterously extend to the enterously entered to th
Daniel	Descay	No.	Seems like the auditimes are being largery among by the power companies	Yes		Option 1 and 2 will do nothing to improve things - the power companies will continue to prioritize profits over all else. Option 5 should be the minimum imported by fifthe concent under Option 5 would be all benefit to	No.	I fit add Fart that the participant under Custon II.		Table to see protestions in slace to ensure that the code of power are fair and exponable, given to exceed a nature.
Dinisi		No	We have been with 3 of the require retailers seem the part 9 yet, where we have had also to contract them we find we are a share and along up the are present, but been in particular that we can also contact polytoing the required ordination that we have extend or a share of the second ordination o	Not care	In an ideal case, we have been effected a 2000 Blood bits obey with the Provider for the exect \$2,000. We want to reserve the cases, yet any large or large and the second to the case of the contract of the case	opsier gelene. Wheelf einsepteer Borg get in beind er droppet all.		Option 1- Asymmissing stated. It also appears from our experience that the Power Relativities existence founds on accessing their research and other "small instance" it seep much. If the lettion level, if the level is the letting of the level is the letting of the level is the level in the level in the level in the level is the level in the level in the level is the level in the level i		Was think we have covered our reperiences, thinkyes, and best of hink in making meaningful charge.
zesse		No	Need to du more	Not sure		We need Cytion 1, at least. To share the burden advoccompanies and consumers to do better	No	While 6 may be better, 211 the lead we should have		Increase competition
zuhe		No.	No information from my retailer when applied for account	No.		Option 6- power companies should have to adhere to all parts 3-9		Cyson s	No, apart from breaking up Gertalins	declaters should be split into two separate entities
(REDACTED	4	No		THE		Only real regulation can rem in company greed. There is no need for them to pay high dividends and salanes in an industry that is by it's nature a safe one-timest directly.		disreputable and must be strictly regulated.	State effecting the publishes act indicated. There are instances where executives are helitaminies for policies their companies jurise against guidelines. MOIS the decision makes sequentials.	nume solar chaudibe sold back to generators at the whole sile out that they charge retailers.
Yuan		Not sure / I haven't heard of the Consumer Care Guidelines	Seeing then far the first time is this consultation. The first intended outsine is not an outsine of durbelines; it's a fact of the that holds time whether the duidelines are followed originared.	No.	The dualentees are hallotts. Don't expanse them into You're or less importance. That being cost, part 2 should be replaced in your consideration by any oratil of part 9, part 9, part 9 or part 20.	2- little to na benefit. Not a genume option. 3- Nous on part 3 is wrang. Not a genume option. 4- Nous the only real option. Mandatory protestion and one for customes; should be the Bottom hine, not an option for consideration. Electronly is just that important.	No.	Option 6 is the only option. Mandatory protection and dare for customers should be the bottom line, not option for cancelection. Electricity is just that reportant. The bit is failing in to duties by cancelering an other option.		Mandate the guidelines, thes ask this question.
Ren.		No	Retailers rely on citchy-outsiners who don't reduce how much they are charged for "positive relationships." They never see and the retailer just justifies increased profes.	Not care	The retarier should be required to report annually on its delivery of sonounce care policy in numbers and financially.	aption 6	No	aption Ewith reporting requirements.	at	reporting requirements
Záklane	Early	No.	This elead ale to pay are being genalised with higher kitch-core.	No.	Pay as youngs rates excessive	Cycles 6	No.	Take the toughest option to get compliance.	No.	The pay at youngs meter costs chould be unered as a "social good" by each power company. After all, if the power is being past for at time of use they are in effect better all "-so debt collection required. Also being on perpay should extrestible accessing specifies.
Mile		THE	Buth Recisives and Generators must share the primary facular devictority as a basic human right. Welfbeing of electrony concurrent must be the first consideration, ensuring that financial institutions did not recurl in poor health outsiness; that will in fairs increase the social our health system, as we have already seen.	n Yes		Clyclose Easl a minimum. Clyclose if would be bent princisies.	Tes	Cytion I would obviously better serve concurrent.		Power Generation, exercises our of featil fuels is generation, excessive profits in generation through over use of featil fuel as mall entitle explanation of however have common installed excessive recept production through our examing hydro, fuel continue to operate hands, regional and conduction to continue to operate hands, regional and conduction in an accordance to the conduction of
(HIDACTIC	4	760	No cold security by the content of the middles of an interpretation of the security in the large of the colding of the delay specific of the coldinal of the security of the coldinal of the c	n K K ac Yec	Fact a read, a much braine definition of much treaduring preparative straining reasons. It were continuely control and any years and any years control conditions are an extension. What dates propin with the material and extension of much read to the control of much and	Trappolargine k.h.d. why would this trans assessment of trappolarging their content of this propriate had content	No	Option 4	Space to the local and a way of the contract and the contraction particular association and the destination.	The town assuming what defensive had in proportion of states in New York and Strates in the State of Action of Actio