

13 February 2024

James E.

By email: fyi-request-25268-5e80d551@requests.fyi.org.nz

Tēnā koe James E.

Your request for information

Thank you for your request, received on 17 January 2024, for the following information under the Official Information Act 1982 (the Act):

- “December 2023 Board papers:
 - *Improving and Strengthening the Consumer Care Guidelines*
 - *Decision on the Electricity Authority Advisory Group*”

Improving and Strengthening the Consumer Care Guidelines

The Board paper *Improving and strengthening the Consumer Care Guidelines* and the Appendices to it (Appendices A to D) are attached to this letter.

Some information in the Board paper itself is being withheld under section 9(2)(h) of the Act to maintain legal professional privilege.

I am satisfied, in terms of section 9(1) of the Act, that the need to withhold the information referred to above is not outweighed by other considerations that render it desirable, in the public interest, to make the information available.

The final [Updating and strengthening the Consumer Care Guidelines – Decision](#) paper was published on our website on 1 February 2024. You will note a number of changes were made between the requested Board paper (attached) and the final Decision paper. These changes were made in response to feedback from the Board, received at the Board meeting of 18 December 2023. The most significant change related to the way we communicated our decision to ensure it would be easily understood. No material changes were made to the outcome of the paper.

Decision on the Electricity Authority Advisory Group

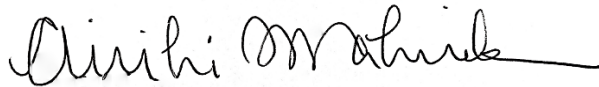
The final *Electricity Authority Advisory Group – Decision* paper will be publicly available by the end of February 2024. For this reason, some parts of the Board paper *Decision on the Electricity Authority Advisory Group* and Appendix C are being withheld, and Appendices A and B in their entirety are being withheld, under section 18(d) of the Act as this information will be publicly available soon. Attached to this letter is the Board paper itself and Appendix C.

Right to review

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact us by emailing oa@ea.govt.nz.

Nāku noa, nā,

A handwritten signature in black ink, appearing to read "Airihi Mahuika", with a long horizontal flourish extending to the right.

Airihi Mahuika
GM Legal, Monitoring and Compliance