Appendix D Format for submissions

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| Submitter |  |

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| Questions | Comments |
| Q1. Do you have any feedback on our approach to making operational improvements to the Guidelines, to ensure the proposed Consumer Care Obligations are clear, and workable? |  |
| Q2. Do you have any feedback on the proposals to clarify the application of the proposed Consumer Care Obligations? |  |
| Q3. Do you have any feedback on the purpose statement for the proposed Part 11A of the Code? |  |
| Q4. Do you have any feedback on the compliance monitoring provisions in the proposed Part 11A of the Code, or on the Authority’s new outcomes framework? |  |
| Q5. Do you have any feedback on the proposed improvements to terminology? |  |
| Q6. Do you have any feedback on the proposal to algin standards of behaviour in the proposed Consumer Care Obligations? |  |
| Q7. Do you have any feedback on Part 2 of the proposed Consumer Care Obligations relating to consumer care policies and related matters? |  |
| Q8. Do you have any feedback on Part 4 of the proposed Consumer Care Obligations relating to information and records relating to consumer care?  |  |
| Q9. Do you have any feedback on Part 3 of the proposed Consumer Care Obligations relating to when a customer signs up or is denied a contract? |  |
| Q10. Do you have any feedback on Part 5 of the proposed Consumer Care Obligations relating to business-as-usual account management?  |  |
| Q11. Do you have any feedback on Parts 6 and 7 of the proposed Consumer Care Obligations relating to customers experiencing payment difficulties and disconnections?  |  |
| Q12. Do you have any feedback on Part 8 of the proposed Consumer Care Obligations relating to medically dependent consumers?  |  |
| Q13. Do you have any feedback on Part 9 of the Consumer Care Obligations relating to fees, bonds and conditional discounts?  |  |
| Q14. Do you have any feedback on the proposed Code obligations for distributors? |  |
| Q15. Do you agree that the benefits of the proposed Code amendment outweigh its costs? |  |
| Q16. Do you have any comments on the drafting of the proposed amendment?  |  |