

## Submission form: 'Comparing and switching electricity plans'

Common Grace Aotearoa made this form. If you prefer, use the Electricity Authority's [short survey](#), or long [form](#) (p. 49)

Name Holly Morton-Chong

Email address 

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### Questions

1. What barriers have you experienced when comparing electricity companies? What would make it easier for you to compare and switch? The information about different plans, both within the same company and across other companies, does not feel easily accessible. At the moment and without any of these changes, it requires a lot of motivation to seek out this information and make a move to a different plan.
2. The Electricity Authority is proposing:
  - To support an existing or new, externally run, website(s).
  - To require retailers to provide their existing consumers with best plan information.
  - Community advisers to support comparison and switching
  - Promotional activity and campaigns for comparison and switching services.

Do you support their approach?

Yes I think all of these suggestions will improve the trust and relationship between customers and electricity companies.

3. Do you think it's important for the Authority to fund and support a comparison and switching website? Why?

I absolutely think this is important! It's vital for this information to be easily accessible to consumers.

4. What problems, if any, do you see with current comparison and switching websites, such as Powerswitch?

5. Do you support the proposal that companies must regularly tell customers which plan would be best for them? How often should they do this?

I think this is a really good idea and should be implemented. I support more open communications between these companies and customers. This should at the very least be available annually.

6. What do you think about the idea of requiring companies to automatically switch customers to the best plan? (The customers could then switch back to the old plan if they preferred.)

I think this is a good idea, as long as the customers also have easy access to clear information about the other plan options, and there is a clear, uncomplicated way to switch if desired.

7. Do you think companies should be required to include standard information on power bills, so customers can compare easily?

Yes, if nowhere else at least on their websites, but also emailing or sending this information to current customers.

8. How else could the Electricity Authority support people to compare and switch power plans?