

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).

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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?

it would be easier to compare companies if there was a forum comparing similar plans and providing easy to understand information.

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, that sounds great.

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

Yes because everybody uses electricity & money is a pressure for many so it would be good if people can more easily know & access the most suitable option for them.

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

Lack of awareness that it exists.

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?

Yes, when they sign up and then every 6-12 months.

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.)

Yes, that sounds like a good idea if customers consent to it upon signing up.

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

Yes, if it is available in an accessible, easy to understand format.

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

Active promotion that different options exist & providing ~~more~~ accessible step processes for comparing & switching.