

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 [REDACTED]

Email address [REDACTED]

The Electricity Authority will publish all submissions it receives (including submitters' names, but with contact details removed). If you do NOT want parts of your submission published, **specify which parts and why here**. Note they may still have to publish these parts if they receive a request under the Official Information Act.

[REDACTED]

Questions

1. What barriers have you experienced when comparing electricity companies? What would make it easier for you to compare and switch?

I am a middle class Pakeha woman and I DID NOT know about SWITCH!! It was only when I asked my friend who is a lawyer doing advocacy for people having issues with electricity that I discovered the SWITCH website.

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?

Absolutely. Plus they need to COMPLETELY ERADICATE reconnection fees. I work in an NGO where we support the community to access food and I hear stories after the community about power. I support after

can't afford food because they had to pay power (huge bills)
OR they struggle paying power bills and they get disconnected if

THIS IS INSANE

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

Yes I do. I have already given detail as to why the Authority needs to, at the very least, fund and support a comparison/switching website. Power companies are currently driving our poverty.

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

Many in our community find online forms etc almost impossible to access and negotiate. This is either because they can't afford data or the whole online world is unfathomable to them. The best method to communicate is 'kanohi ki'.

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?

Absolutely. There must be support available for our community to make informed choices. As I said in the kanohi ki kanohi (face to face). Train personnel to be active in the community talk mobile networkers with appropriate social/cultural skills to connect and talk. 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. This is definitely another way to reduce power and food poverty. If you are a parent who is struggling to keep financially and you face a very cold winter do you choose to keep your face warm or you face a very cold winter do you choose to keep your face warm? Send culturally sensitive workers into community led spaces to talk about best options and train people who have

Yes but it shouldn't be an either/or!!
8. How else could the Electricity Authority support people to compare and switch power plans?

Established trusting relationships also to provide information and support to their mahurangi.