

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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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.

Questions

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

Costs money, hard to see what the better company might be

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, absolutely

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

Yes, you should support our community to get the best deal possible, not profit for power companies

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

can be hard to ~~not~~ navigate / figure out

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, every 6 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, of course - they should always offer the best plan - how moral not to!

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

Yes, that would be great.

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

Remove any fees around switching companies etc.