

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?

I find it very difficult to understand how power pricing works, whenever I have tried to figure out what company is the best I get overwhelmed and confused. I consider myself to be pretty educated and intelligent so I worry for people who would struggle even more to understand.

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.

Because the pricing changes at different times of the year it feels impossible to figure

out what plan works.

I have no concept of how much power people use, what the measurements mean etc.

Do you support their approach?

Yes

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

Yes, this information is so important for a competitive market, consumers need to know pricing to make informed choices and companies need to be incentivized to keep their prices low.

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

I feel like it is a high barrier to entry, lots of information required
Not super accessible

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 they should do this at least a couple times a year.

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.)

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

YES!! All the different numbers make no sense!!

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