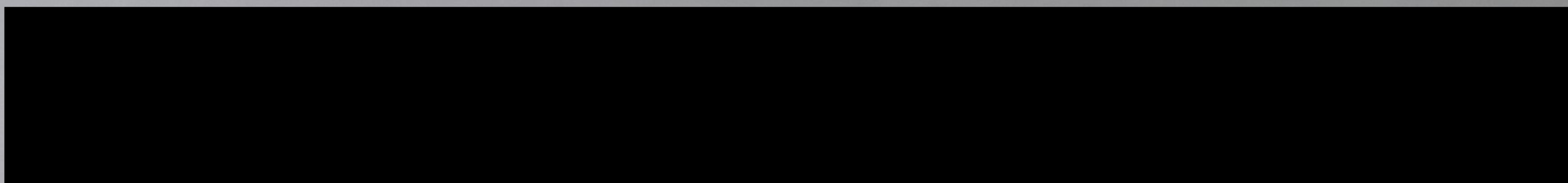


Submission form: 'Comparing and switching electricity plans'

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

Name Debbie Heyland

Email address 

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?

To make websites easier to use
to make it clear with power bills

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

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

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

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 I agree. every 3 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.)
I agree

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

8. How else could the Electricity Authority support people to compare and switch power plans?
Make sure ~~use~~ power companies ~~let~~ are
checking about power plans.