

## 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 *Esmie Puff*

Email address 

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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?

*Unsure what specific power plan I am on. Would be easier if I could easily find out my power plan*

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! It is very important that consumers know they have choice. And a system that is hard to use (i.e. hard to gain information) most detrimentally affects those who are marginalised.

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

Powerswitch requires too much information that is difficult to obtain (i.e. exact power plan)

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! This should be done quarterly.

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.)

This is a great idea! It would mean that those who don't have the time, skills or accessibility (i.e. due to lack of internet connection) would have access to better power deals.

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

Yes! It is very concerning that this is not already the case - for example, other organisations are required to print information on receipts.

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

Helping to advertise Powerswitch, having people available to help users with Powerswitch. Training people in the community (i.e. social workers) to help their clients use Powerswitch.