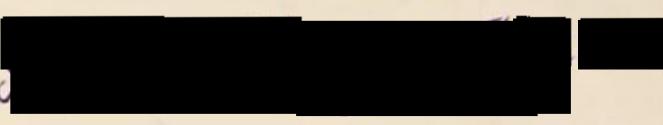
Submission form: 'Comparing and switching electricity plans'

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

Name Richard John Smith

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? The current options available for comparing power companies and switch? The current options available for comparing power companies and require the provision of data that make them difficult to access and those whise the access and those with adjustal interfaces will be for those in our communities most vulnerable those with digital interfaces and those who struggle with digital interfaces of the elderly. Our goviety has a duty to ensure such as the elderly consumers wave equal apportunity.

To support an existing or new, externally run, website(s). For schoole in this market.

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? (40).

3. Do you think it's important for the Authority to fund and support a comparison and switching website? Why? Yes, assured be assured be assured by companies of brokers, for whom recommendations for the cheapest plans are not good for profits? on may not be regarded as convenient or easy to market.

4.	What problems, if any, do you see with current comparison and switching websites, such as Powerswitc? No granantee of tramparency, lack of flex bility in packages offered, macross touty for most vulnerable members of ours
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? Hes a support this proposal. Customers should regularly informal users 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.) Companies should at least recommend a plan switch or provide an copt out option for the better plan, rather (preferally). Than an opt in shift.
	Do you think companies should be required to include standard information on power bills, so customers can compare easily? Hes.
8.	How else could the Electricity Authority support people to compare and switch power plans? When we all usage data for accuracy in cost estimates.