

Meeting Date: 1 June 2023

CONSUMER ADVOCACY COUNCIL

SECURITY
AND
RELIABILITY
COUNCIL

The secretariat has invited the Consumer Advocacy Council to present on its role as the independent advocate for residential and small business electricity consumers in New Zealand and how they can support power system security and reliability.

Note: This paper has been prepared for the purpose of the Security and Reliability Council (SRC). Content should not be interpreted as representing the views or policy of the Electricity Authority except where specifically noted.

The Consumer Advocacy Council (CAC)

1.1.1 The SRC has asked the secretariat to provide information on the role of various industry organisations and groups, in supporting power system security and reliability as part of the SRC's Industry Associations and Groups theme.

1.1.2 With SRC member input, the secretariat posed a series of questions to the CAC and invited them to attend the meeting and present.

The questions

- a) *What is your understanding of what consumers see as the top 3 risks or concerns to security and reliability?*
- b) *What are some examples of the Council's 'wins' or learnings from its work to date?*
- c) *From the recent survey, what are consumer's expectations of the security and reliability of the power system as it is currently?*
- d) *What feedback did you get that sheds light on consumers' satisfaction (or not) with the current levels of security and reliability, and their willingness to pay for increased levels of reliability?*
- e) *If you had the opportunity to give the Electricity Authority Board advice about what it can do to support a secure and reliable electricity supply for consumers, what would it be?*

1.1.3 There is no additional reading for this item. Representatives from the Consumer Advocacy Council will attend and be available for questions.

Questions for the SRC to consider

The SRC is asked to consider the following general questions.

- Q1. What further information, if any, does the SRC wish to have provided to it?**
- Q2. What advice, if any, does the SRC wish to provide to the Authority?**