

## 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?

Not having all the information easily available to compare + swap.  
Having required information accessible from power companies.

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's fairer and makes electricity more affordable for everybody.

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

Need specific information not readily available.

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 - 6 monthly.

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 think it should be an option available to opt into if you'd like - and should be very easy to choose this <sup>without signing up</sup>

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

Yes - helps increase transparency and fairness <sup>up</sup>

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

A summary of best options/companies/plans available based on power use over past 3 months - every 3 months, with easy option to switch based on this