

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?

*Companies present their plans in different ways so it's hard to compare like with like.
Some companies have contracts so you are penalised if you want to switch.*

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 - retailers should be required to make sure customers on the best plan

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

*- So it can be independent
- Many people find their information online
- They can standardise plans so it's easier to compare.*

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

I've tried to use Powerswitch but I didn't want to give my personal information so I couldn't get the results

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 100%!

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.)

Sounds like a good idea. Many people don't have time + energy to switch.

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

Yes.

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

Not sure.