

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?

~~It was able to access a website that put in my address~~
~~and immediately~~ I only recently came across Powerswitch - advertise it - or force companies to advertise it.

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 - people need to have an easy + quick tool or they remain ignorant.

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

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 - every 6 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.)

"Best" may be subjective. So yes but with a letter ~~explaining~~ giving an opt-out if they contact the company.

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

Anything that helps the consumer.

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

Train people on the ground who work with the most vulnerable people in society so the info gets through.