



+ CONSUMER MOBILITY

# Have your say: Better bills

Consultation open from 8 October to 5 November 2025

# We are consulting to improve the rules so **electricity bills are clearer** and more useful for consumers

It only takes 3 to 5 minutes to share your views

**Take the survey now**



## Here's what you need to know about our proposed rule changes and how to have your say

Your answers are confidential. We will only use your feedback to help the Authority make decisions and will not identify you by name.

**You don't need to be an energy expert, just tell us what matters to you about your power bill.**

Our improving electricity billing in New Zealand consultation is about making bills easier to understand, helping you find better deals and protecting you from unexpected charges. Your feedback will help us shape the rules that power companies must follow when billing their customers.

**Thank you for helping us make electricity bills better.**

### Who we are

The Electricity Authority Te Mana Hiko is New Zealand's independent electricity regulator.

We work to achieve a competitive, reliable and efficient electricity market, and protect the interests of all domestic and small business consumers, for the long-term benefit of everyone in New Zealand.



### What's the problem?

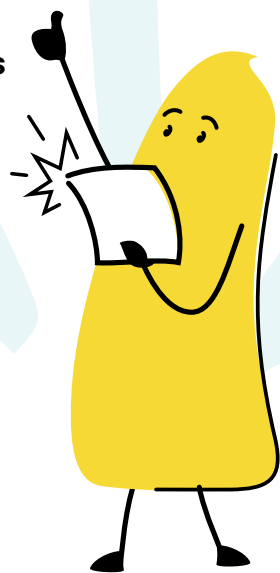
Right now, many people pay more for their power than they need to. We've identified these four key problems:

- Bills are not always clear. Important information can be hard to find or understand.
- Comparing plans can take effort. Different formats and jargon can make it tricky to compare plans and prices.
- Your power company might not tell you if there's a better plan for you. Loyal customers can end up paying more.
- Big catch-up bills sometimes happen. When estimated readings build up over time, some households and small businesses receive large catch-up bills without warning, even when it wasn't their fault.

# How we propose to fix it

We're consulting on changes so everybody can compare and switch easily to get the best deal on power, and avoid surprise bills

1. Make bills clearer and more consistent
- Key information would be upfront on every bill (amount due, due date, plan basics and how to get help), with more detailed breakdowns included for those who want them.
  - Jargon-free and easy-to-read layout across paper and digital formats.
2. Support to move to a better plan for you and low-risk trials
- Your power company checks regularly if you could be on a plan that's better for you and your whānau.
  - When you contact your power company about your bill, they offer to explain your options.
  - You can try time-of-use plans to get cheaper power in evenings and weekends, and switch back with no penalty after three months if it's not right for you.
  - No break or penalty fees for changing plans with your current power company, unless you've received a sign-up freebie like an appliance.
3. Make comparisons easier
- Every bill and app will have a prominent link to an independent, government-funded comparison and switching website.
  - Power companies must show all their current plans and prices that you are eligible for in one place, like their website or app.
4. Protections from catch-up billing and making payments manageable
- A clear six-month limit on how far back your household or small business can be charged, unless your power company has been prevented from collecting this information.
  - Your power company takes steps to prevent big catch-up bills and offers flexible payment options if it does happen.



# How you'd be better off

- Bills are clear and easy to understand and you're confident that you're not paying more than you need to.
- More choice, less hassle. Simpler to compare and change plans easily.
- Fairness for loyal customers. Regular prompts so you don't miss out on newer or better deals.
- Confidence to try new plans. Test time-of-use pricing without being locked in if it doesn't suit you.
- Fewer surprises when you get a bill. Clearer bills and earlier warnings help avoid catch-up bills.

## When will this happen?

- We're getting people's feedback until Wednesday 5 November 2025.
- We will carefully consider all the feedback we receive and then make our decision.
- If the changes go ahead, power companies will need time to update their systems. So, you could expect to see improvements sometime next year.

## How you can have your say

Tell us what would make power bills clearer and more useful for you:

Take the survey now

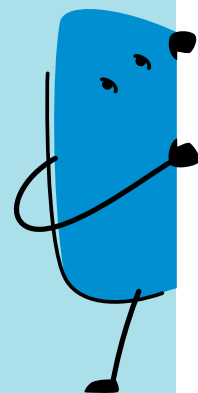


## Want more info?

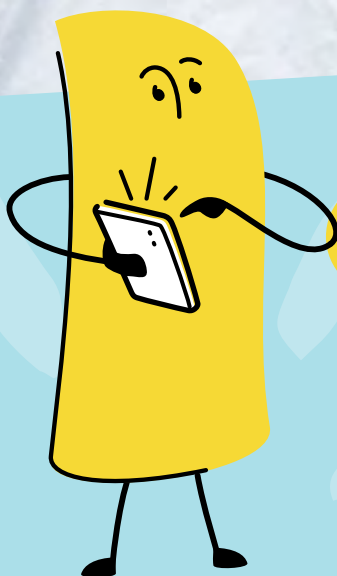
Read the [Improving electricity billing in New Zealand](#) consultation paper

## Need help now?

- **Are you finding it hard to pay your bill?** Talk to your power company as soon as you can. Ask about payment plans, support and if they have a better plan available for you and your whānau. You can find more information on [our website](#)
- **Have a complaint?** You can contact [Utilities Disputes](#) for free and independent help.







**Take the survey now**

**You can also email your feedback to:**  
[consumer.mobility@ea.govt.nz](mailto:consumer.mobility@ea.govt.nz)

**or post it to:**  
Electricity Authority, PO Box 10041,  
Wellington 6143

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