

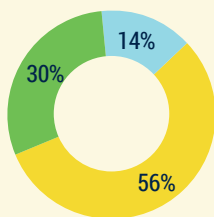
Improving electricity bills in New Zealand

Consumer feedback on proposed changes

Around 1,500 consumers gave feedback in November 2025 on the Electricity Authority's proposed Code changes to improve electricity bills to make them clearer and more useful for consumers.

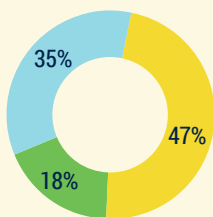
We asked consumers to share some of their experiences with electricity bills, what they like, what they don't, and whether they support our proposals. Here are the key results:

Consumer experience with electricity bills



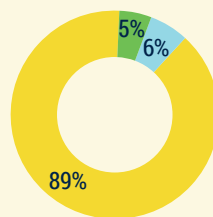
Finding information

It's hard to find the info I need on my bill



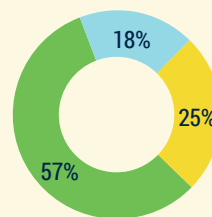
Time-of-use plans

Trying a time-of-use plan to get cheaper power in evenings and weekends feels too risky



Best plan

It's hard to know if I'm on the best or cheapest electricity plan for my whānau



Catch-up bills

I've received a big catch-up bill that was based on old estimated use instead of actual use at my home or business

● Agree ● Disagree ● Not sure

What consumers like about their bills

- Clear graphs and breakdowns that help them monitor and understand power usage
- Easy-to-read bills
- Mobile apps that allow them to track usage on the go
- Clear displays of costs and charges

What consumers want to see

- Clear electricity plan names and plan details
- GST-inclusive prices
- Simple and effective ways to compare power plans
- Easy-to-understand breakdown of charges, with line charges separated
- Proactive advice on better plans and ways to save money

Over 90% of consumers support our proposals

- Standardising electricity bills to make them clearer and consistent
- Helping consumers move to a better plan for their needs and offering low-risk trials for time-of-use plans
- Making plan comparisons easier
- Power companies having a website page, app, or contact number where consumers can see and ask about all the plans they're eligible for
- Offering protections from catch-up bills and making these payments manageable



90%

