

Privacy of natural persons

Page 2: Privacy statement

Q1

Yes

I have read and understand the Privacy Statement above.
Please select 'Yes' if you wish to continue

Page 3: Submission information

Q2

What is your name?

Privacy of natural persons

Q3

**No, I wish for my submission to be published
anonymously.**

Do you consent to your name being published with your
submission?

Q4

What is your email address? Please note this will not be published with your submission.

Privacy of natural persons

Q5

Individual

Are you submitting as an individual or on behalf of an
organisation?

Page 4: Submitting on behalf of an organisation

Q6

Respondent skipped this question

If on behalf of an organisation, we require confirmation you
are authorised to make a submission on behalf of this
organisation.

Q7 Respondent skipped this question

What is your organisation's name? Please note this will be published with your submission.

Q8 Respondent skipped this question

Which of these best describes your organisation? Please tick one.

Page 5: Confidentiality

Q9 Yes, I would like my submission or parts of my submission to be kept confidential

I would like my submission or parts of my submission to be kept confidential

Page 6: Please upload a publishable version of your submission

Q10 Respondent skipped this question

Please provide your reasons and grounds under section 9 of the Official Information Act that you believe apply, for consideration by MBIE.

Q11 Respondent skipped this question

Please provide publishable versions of your submission in both Word and in PDF by uploading them here - clearly labelling both "for publication"

Page 7: SECTIONS OF INTEREST

Q12 HEALTH OF THE HOME KETE,
KNOWLEDGE AND NAVIGATION KETE,
ENERGY ACCESSIBILITY AND CHOICE KETE,
ENERGY AFFORDABILITY KETE,
CONSUMER PROTECTION KETE

Which sections would you like to provide feedback on?

Page 8: HEALTH OF THE HOME KETE

Q13 Yes

Do you broadly support the proposed strategy HH1?

Q14

Respondent skipped this question

Please share your comments on the proposed strategy HH1. For example, you could include your thoughts on any benefits, costs, risks or limitations associated with this strategy.

Q15

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q16

Yes

Do you broadly support the proposed strategy HH2?

Q17

Respondent skipped this question

Please share your comments on the proposed strategy HH2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q18

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q19

Yes

Do you broadly support the proposed strategy HH3?

Q20

Please share your comments on the proposed strategy HH3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

As things stand, tenants don't have much power to share their stories of what is going on in their homes, such as the warmth and dryness in their homes, and therefore the level of mental/physical health they live in. They have little power to tell their landlords because they fear that if they raised their voice about non-compliance with Healthy Homes, they could experience rent rises or eviction.

I know personally, that for 2 years we lived without a heat pump in our uninsulated home, and the best we managed to do was ask our landlords to supply heaters (which increased our power bill), and reduce our rent slightly to help buffer the big power bills we were receiving. The onus was not on the landlords to proactively prove compliance with the Healthy Homes standards (just as commercial landlords must with the commercial building WOF).

In think the Government should amend the Residential Tenancies Act to require landlords to get a certificate of compliance from an independent, reputable assessor, and then lodge this with Tenancy Services. Tenancy Services should then publish these proof of compliance in a publicly searchable database, so that tenants can easily access information about their homes. To ensure Landlords do this, Tenancy Services should proactively impose penalties on landlords who do not lodge health homes compliance certificates.

Q21

Yes

Do you broadly support the proposed strategy HH4?

Q22

Please share your comments on the proposed strategy HH4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

It would support the cause if Government funded the Tenants Advocacy Network and other tenant advocacy services in Aotearoa.

Q23

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q24

Yes

Do you broadly support the proposed strategy HH5?

Q25

Respondent skipped this question

Please share your comments on the proposed strategy HH5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q26

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q27

Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to HEALTH OF THE HOME KETE that we have missed? If so, please outline these below.

Page 9: KNOWLEDGE AND NAVIGATION KETE

Q28

Yes

Do you broadly support the proposed strategy KN1?

Q29

Respondent skipped this question

Please share your comments on the proposed strategy KN1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q30

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q31

Yes

Do you broadly support the proposed strategy KN2?

Q32

Respondent skipped this question

Please share your comments on the proposed strategy KN2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q33

Yes

Do you broadly support the proposed strategy KN3?

Q34

Respondent skipped this question

Please share your comments on the proposed strategy KN3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q35

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q36

Yes

Do you broadly support the proposed strategy KN4?

Q37

Respondent skipped this question

Please share your comments on the proposed strategy KN4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q38

Yes

Do you broadly support the proposed strategy KN5?

Q39

Respondent skipped this question

Please share your comments on the proposed strategy KN5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q40

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q41

Yes

Do you broadly support the proposed strategy KN6?

Q42

Please share your comments on the proposed strategy KN6. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

We should simplify energy bills and access to information, so that prices and plans can be compared easily. I have personally found power bills very confusing to understand, and wouldn't know if I was getting a real stink deal, even if struggling with my power bill on a weekly basis.

Q43

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Yes. These are some ways that the EA could empower customers to make informed choices on their power plans/companies etc.

1) Retailers have to provide the same info on all of their bills, and make sur it is clear and easy for the reader.
incl: Pricing plan, whether electricity price and electricity consumption is higher/lower than average for similar households.

2) Enable price-comparison sites to work well, by:

- Retailers must give each pricing plan a unique code and load those into Registry as a new field, so it is clear which pricing plan is in use at each ICP. Enable reputable price-comparison websites to download this data.

Enabling price-comparison websites to directly enter into agreements with metering service providers to receive consumers' usage data immediately (with consumers' permission and meeting standards around data security).

Q44

Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to KNOWLEDGE AND NAVIGATION KETE that we have missed? If so, please outline these below.

Page 10: ENERGY ACCESSIBILITY AND CHOICE KETE

Q45

Yes

Do you broadly support the proposed strategy AC1?

Q46

Respondent skipped this question

Please share your comments on the proposed strategy AC1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q47

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Yes. I believe all disconnections should be banned. To do this, a goal should be set so that this target is proactively worked towards. There are multiple options of how to do this. A plan on how we will end disconnections should be made by 2024, so that we can aim for it to be fully implemented by 2027 at the latest.

Some of the options I'm aware of are as follows:

- The government bulk-buying electricity, and making this available to customers that meet certain criteria (eg. people with Community Services Cards) at a concession rate.
- Requiring all retailers to take on a certain number of customers in hardship and absorb the associated costs.
- Requiring the last retailer connected to an ICP to remain connected even if the customer does not pay, and either absorbing the costs, or having government (eg. MSD) support with costs.

Q48

Yes

Do you broadly support the proposed strategy AC2?

Q49

Please share your comments on the proposed strategy AC2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Customer care guidelines should be made mandatory!!! Seems crazy they are not... should be penalties for non compliance etc.

Ultimate hope that disconnections for non-payment are ended completely.

Q50

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q51

Yes

Do you broadly support the proposed strategy AC3?

Q52

Please share your comments on the proposed strategy AC3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

If you don't have a smart meter, payment is significantly more expensive! You can see this clearly just looking at energy companies lists of fees.

Q53

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q54

Yes

Do you broadly support the proposed strategy AC4?

Q55

Respondent skipped this question

Please share your comments on the proposed strategy AC4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q56

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q57

Yes

Do you broadly support the proposed strategy AC5?

Q58

Please share your comments on the proposed strategy AC5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Shouldn't all retailers need to have a responsibility for a high level of care for their customers facing energy hardship?

Can the EA make a commitment to ending disconnections, by starting the research, with a set end date for the research part, before we begin to enact change.

In the interim, fees for disconnection for non-payment should be immediately banned.

Q59

Respondent skipped this question

Please share your comments on each of the social retailing options listed above. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with these options.

Q60 Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q61 Yes

Do you broadly support the proposed strategy AC6?

Q62 Respondent skipped this question

Please share your comments on the proposed strategy AC6. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q63 Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q64 Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to ENERGY ACCESSIBILITY AND CHOICE KETE that we have missed? If so, please outline these below.

Page 11: ENERGY AFFORDABILITY KETE

Q65 Yes

Do you broadly support the proposed strategy AF1?

Q66 Respondent skipped this question

Please share your comments on the proposed strategy AF1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q67 Yes

Do you broadly support the proposed strategy AF2?

Q68

Please share your comments on the proposed strategy AF2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

yea, but regulation should also come into play that requires retailers to bring down prices, so that the government doesn't take the whole weight of it on taxpayers \$, when there are many things we need that \$ to be going towards.

Q69

Somewhat

Do you broadly support the proposed strategy AF3?

Q70

Please share your comments on the proposed strategy AF3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

In the research I've done, I'm concerned about fees for unpaid bills, and customers bills on prepay.

It seems highly unreasonable for someone who can't pay to have to add an extra fee on top of that in debt.

Prepay bills also seem unclear - it seems that pre-pay customers pay higher rates for electricity than post-pay customers do after you add the fees, and they all add up.

I think this needs to be seriously considered when thinking about what makes a bill reasonable - not jsut the cost-reflective side.

Q71

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

I'd like to see a ban disconnection and reconnection fees in cases of unpaid bills, and a goal set of zero disconnections for non-payment, by 2027.

I'd also like to see retailers required to ensure that pre-pay prices are no higher than their cheapest post-pay plan, and to publish.

Q72

Yes

Do you broadly support the proposed strategy AF4?

Q73

Please share your comments on the proposed strategy AF4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Require retailers to ensure that pre-pay prices are no higher than their cheapest post-pay plan, and to publish important data on disconnections.

Q74 Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q75 Yes

Do you broadly support the proposed strategy AF5?

Q76 Respondent skipped this question

Please share your comments on the proposed strategy AF5. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q77 Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q78 Yes

Do you broadly support the proposed strategy AF6?

Q79 Respondent skipped this question

Please share your comments on the proposed strategy AF6. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q80 Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q81 Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to the ENERGY AFFORDABILITY KETE that we have missed? If so, please outline these below.

Q82

Yes

Do you broadly support the proposed strategy CP1?

Q83

Please share your comments on the proposed strategy CP1. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Consumer care guidelines Mandatory!!

Q84

Yes

Do you broadly support the proposed strategy CP2?

Q85

Please share your comments on the proposed strategy CP2. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Consumer care guidelines Mandatory!!

Q86

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q87

Yes

Do you broadly support the proposed strategy CP3?

Q88

Please share your comments on the proposed strategy CP3. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Again, Require retailers to ensure that pre-pay prices are no higher than their cheapest post-pay plan, and publish clear data on disconnections - particularly frequency.

Q89

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q90

Yes

Do you broadly support the proposed strategy CP4?

Q91

Respondent skipped this question

Please share your comments on the proposed strategy CP4. For example, you could include your thoughts on any benefits, costs, risks, limitations associated with this strategy.

Q92

Respondent skipped this question

Do you have any alternative suggestions on how to address the challenge explained above? If so, please share these below.

Q93

Respondent skipped this question

Are there any other key challenges and/or corresponding solutions relating to the CONSUMER PROTECTION KETE that we have missed? If so, please outline these below.

Page 13: Are there any other sections you would like to respond to?

Q94

No, I would like to continue onto the final questions

Please tick yes if you would like to go back and respond to any further sections

Page 14: Supporting Environment

Q95

Respondent skipped this question

Do you have any comments on the Supporting Environment section? Please share these below.

Page 15: Any other thoughts or comments

Q96

Respondent skipped this question

Do you have any other thoughts or comments you would like to make on the Expert Panel's Discussion Paper? If so, please share these below.
