

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?

Esmé Putt

Q3 **Yes, I give consent to my name being published**

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 Please note this will not be published with your submission.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 No, my submission may be published in its entirety

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 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 Respondent skipped this question

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 Respondent skipped this question

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 Respondent skipped this question

Do you broadly support the proposed strategy HH3?

Q20 Respondent skipped this question

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.

Q21 Respondent skipped this question

Do you broadly support the proposed strategy HH4?

Q22 Respondent skipped this question

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.

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

Respondent skipped this question

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

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.

I particularly support the co-networks and creation of specific leadership and support for Māori and Pacific practitioners.

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

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.

I support consumer education, as long as this is not used as an alternative to structural change. (For example, energy-saving practices and informed choices can only make so much change within broader structures). This shouldn't be an alternative to changes at the structural or retailer level.

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.

There needs to be better access to information on power bills. Right now, consumers are asked to just 'accept' what they are paying, with no explanation or break down as to why they are paying that amount.

In addition to this, there is not currently enough information to easily use tools such as 'Powerswitch', as most consumers do not know the name of the power plan they are on.

Q43

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

Power retailers should be required to:

- Give a detailed breakdown of the power cost for a given bill
 - Give a unique name and code for the plan the customer is currently on
-

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

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.

I strongly agree all consumers should have access to post-pay power. In the same way that residents in areas who pay for their water supply do not get switched to prepay water if they have adverse credit. Electricity is a human right and should be treated as such.

The EA should set an ambitious and clear goal for ending disconnections and forced switching to prepay.

Prepay power marketing should also be closely monitored to ensure consumers understand the downsides of prepay power when compared to post pay.

Q47

Respondent skipped this question

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

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.

There should be a clearly communicated accountability system and strict penalties should be imposed on electricity retailers for not following the mandatory rules.

Q50

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

I believe there should be no disconnections for unpaid power, and that there should be other mechanisms to avoid this.

Q51

Yes

Do you broadly support the proposed strategy AC3?

Q52

Respondent skipped this question

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.

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

Somewhat

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.

Although I support the existence of social retailers, I am concerned that the existence and support of them can leave other retailers 'off the hook'.

Additionally, many consumers lack the information and ability to switch power providers, so may struggle to connect to a social retailer.

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

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

Incentivise and support all energy retailers to move towards more of a socially conscious model.

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

Somewhat

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.

I agree with this as one part of the proposed strategy to end energy hardship. However, this should work alongside a strategy to make sure energy retailers are charging fair prices and not undue fees.

Q69

Yes

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.

Yes. There must also be a strong and clear accountability mechanism and audit process for these fees. Consideration should also be taken as to what costs an energy retailer should have to absorb as part of their business operation and profiting off this sector.

Q71

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

Re-consideration should be taken as to what fees should be absorbed by energy retailers as part of their own business costs/decision to operate in this sector. Consumers do not have a choice regarding whether they engage in this sector, but businesses to get to choose whether they operate in them. So work should be done to work out which fees and costs (even if cost-reflective) should be allowed to be passed on to consumers.

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.

I also believe the way that pre-pay power is marketed to consumers should be monitored. At the moment, energy retailers can market pre-pay electricity positively, whilst hiding the true cost of it.

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

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.

Consumers should not be given only two options between monthly bills (post-pay) and prepay. There are many other ways power can be paid that do not force a consumer into prepay.

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.

Page 12: CONSUMER PROTECTION KETE

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.

The Consumer Care Guidelines should be mandatory. There should be no reason why a business offering a critical service is not required to care adequately for its customers.

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.

I support that the Consumer Care Guidelines become compulsory. Information about compliance should be regularly obtained and published.

Q86

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

Information about how well a retailer has been following the Consumer Care guidelines should be published on Powerswitch so retailers are informed.

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.

This information should be shared broadly with consumers (i.e not just in places where those with a specific interest in electricity will find it.)

Q89

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

Information about how well an electricity company is doing on these indicators could be published on power bills, communicated by power companies to their customers annually and/or accessible for each company through Powerswitch.

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

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.

Priority should be put on electricity retailers and policy at a structural level.

Whilst consumer education and agency is important, the way the electricity landscape is at the moment, it is tricky to navigate - particularly for those who do not have access to reliable electricity and forms of communication.

In addition to this, consumers can only make choices they have available to them - such as having the credit to switch post-pay providers, or houses that are able to be more efficiently heated.

Therefore, immediate work should be done at the structural level to address these inequities and ensure responsibility is not left to the consumer.
