

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?

Liz Kilduff

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 Please note this will not be published with your submission.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 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.

HH Standards need to be enforced with penalties for non compliance. Penalties need to be significant and could include payment of power bills for period of non compliance. There needs to be a database which is accessible to everyone on the HH status of a home.

Q21

Somewhat

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.

Some home owners are not in position to upgrade their homes. Even with assistance this can be out of their reach and too daunting to embark on.

Q23

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

If a tenanted home does not comply with HH standards then the rent payable should be less than market rate for the home until it meets the standards. Tenants often have no choice due to lack housing stock but to live in these properties.

Q24

Somewhat

Do you broadly support the proposed strategy HH5?

Q25

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.

It maybe that finances don't allow for the more expensive appliance to be purchased.

Q26

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

Either provide the most efficient appliance at the lowest cost and/or landlords, including local government and government landlords, should be made to supply energy efficient essential appliances.

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.

This should be funded by government but not led by government.

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

Somewhat

Do you broadly support the proposed strategy KN2?

Q32

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.

There are resources available but lack of funding for the resources

Q33

Somewhat

Do you broadly support the proposed strategy KN3?

Q34

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.

There needs to be accountability and proven results included in any future strategy.

Q35

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

Communication needs to be targeted at the organizations that are supporting groups over represented in energy hardship explaining how to access funding and services.

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.

Information needs to be targeted for the audience. Working with those that could benefit from the information may help inform the best way of delivering.

Q38

Somewhat

Do you broadly support the proposed strategy KN5?

Q39

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.

Some people only have a phone to access this information which can be difficult.

Q40

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

Engagement with the target audience on the best delivery option.

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.

Currently too many options ie energy retailers app, consumer NZ, powerswitch, etc all with potential conflicting information which is difficult to interpret.

Q43

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

One data source. Needs to provide comparison information using all price plan/metering config options for the home in the network region, not just like for like comparisons.

Q44

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.

Energy retailers need to start billing based on HH consumption rather than meter reads to enable consumers to switch to 'TOU' tariffs without having to pay for metering configuration changes.

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.

Energy costs need to be matched to consumers budget available for energy. This will require engagement with consumer and/or advocate at sign up.

Q47

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

Energy retailers need to understand the number of people in the household and the appliances to advise and support consumers to choose the right price plan and payment plan. Stop assigning the price plan associated with the metering configuration to the consumer without ensuring its the best option. Billing based on HH consumption would make it easier and cost effective for both parties to assign a price plan that best suited to the consumer.

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.

Make the consumer care guidelines and enforceable standard.

Q50

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

Encourage energy retailers to work with advocates to achieve better results. Consumers often fear their energy retailer. Energy retailers should have to provide proof of the actions they have take to engage with agencies who could or do advocate for consumers. This will provide some privacy challenges that they will need to address.

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.

Ensure that consumers are made aware if they don't have a smart meter and limitation of due to this at sign up.

Q53

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

Offer free installation of smart meter to all consumers without one.

Q54

Yes

Do you broadly support the proposed strategy AC4?

Q55

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.

As long as there is visibility of the benefits and outcomes from any funding provided.

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.

Social retailing would need to be closely linked to the condition of the home to ensure the household can constrain energy use and costs within what the consumer can afford.

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.

Why not enforce all energy retailers to offer pricing and payment plans for those in energy hardship? Develop criteria for consumers to prove energy hardship. Criteria could include does the home comply with HH standards etc

Q61

Yes

Do you broadly support the proposed strategy AC6?

Q62

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.

Does more data needs to be collated at a property level to understand how many consumers in energy hardship would be effected?
How many consumers are living in home with gas hot water supply etc

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

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.

Secondary networks. A fact sheet can be found on the Utilities Disputes website. Consumers find themselves in a property with multiple dwellings and only one meter. The landlord bills the tenant for energy usage. The tenant has no option to switch energy retailer or access to better price plans or payment plans. The property will have only 1 ICP even though there may be multiple tenants.

Page 11: ENERGY AFFORDABILITY KETE

Q65 **Yes**

Do you broadly support the proposed strategy AF1?

Q66

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.

With a consumer's authority any of the parties should be able to communicate with the other to resolve issues or prevent issues arising. There should be dedicated resources in each organisation who are easily accessible and available to assist. Being proactive should outweigh the cost on any of these parties of acting reactively.

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.

If extra financial support is targeted this would require analysis to understand the reason why the extra financial support is needed. If the winter payment for those in energy hardship was made direct to the energy company this may prove a better strategy.

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.

This is included in the Consumer care guidelines. If these were standards and fees were a set amount, which reflects the cost of delivering the service, across all retailers this may reduce the cost to the consumer. This is another reason why smart meters should be installed so that disconnection and reconnection costs, meter reconfiguration etc when necessary, are minimal.

Q71

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

Ensure the consumer is on the lowest cost price plan for the household needs and a payment plan that they are able to comply with from the time they sign up. Reduce the need for the ambulance at the bottom of the cliff!

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.

The ability for the EA to request reports from retailers is provided for in the Consumer Care guidelines however the reporting structure was to be drafted and included subsequent to when the guidelines were published. Prepay reporting, preferably real time, was agreed by the working group as a necessity to enable visibility of this payment option.

Q74

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

Engagement with prepay consumers may also be worthwhile as some consumers stay with prepay due to the ability it gives them to control the energy spend in real time.

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.

There needs to be more promotion of 'smooth pay' for those in energy hardship. It should be compulsory for a retailer to offer smooth pay. Retailers rules governing smooth pay tend to limit who can opt for smooth pay as a payment plan. More investigation into the who offers this and the rules associated with this payment option is needed.

Q77

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

Analysis to determine how much a consumer can afford to pay is crucial regardless of what payment option is selected. This is potentially where budget advisors, NGO's and advocates can help.

Q78

Don't know/not sure

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

Respondent skipped this question

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.

Q84

Yes

Do you broadly support the proposed strategy CP2?

Q85

Respondent skipped this question

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.

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

Respondent skipped this question

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.

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

Don't know/not sure

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

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.

Not sure if I would say that it is missed but there is potential for difficulty resolving issues when the consumer has selected a 'bundled' offer from their retailer. The consumer care guidelines only cover the electricity service.

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.

Great work, a very comprehensive document. Lets build on all this good work and make some changes happen.
