

A: STRENGTHENING THE CONSUMER VOICE

- A1 ■ Establish a consumer advisory council
- A2 ■ Ensure regulators listen to consumers

B: REDUCING ENERGY HARDSHIP

- B1 ■ Establish a cross-sector energy hardship group
- B2 ■ Define energy hardship
- B3 ■ Establish a network of community-level support services to help consumers in energy hardship
- B4 ■ Set up a fund to help households in energy hardship become more energy efficient
- B5 ■ Offer extra financial support for households in energy hardship
- B6 ■ Set mandatory minimum standards to protect vulnerable and medically dependent consumers
- B7 ■ Prohibit prompt payment discounts but allow reasonable late payment fees
- B8 ■ Explore bulk deals for social housing and/or Work and Income clients

C: INCREASING RETAIL COMPETITION

- C1 ■ Make it easier for consumers to shop around
- C2 ■ Include information on power bills to help consumers switch retailer or resolve billing disputes
- C3 ■ Make it easier to access electricity usage data
- C4 ■ Make distributors offer retailers standard terms for network access
- C5 ■ Prohibit win-backs
- C6 ■ Help non-switching consumers find better deals
- C7 ■ Introduce retail price caps

D: REINFORCING WHOLESALE MARKET COMPETITION

- D1 ■ Toughen rules on disclosing wholesale market information
- D2 ■ Introduce mandatory market-making obligations
- D3 ■ Make generator-retailers release information about the profitability of their retailing activities
- D4 ■ Monitor contract prices and generation costs more closely
- D5 ■ Prohibit vertically integrated companies

E: IMPROVING TRANSMISSION AND DISTRIBUTION

- E1 ■ Issue a government policy statement on transmission pricing
- E2 ■ Issue a government policy statement on distribution pricing
- E3 ■ Regulate distribution cost allocation principles
- E4 ■ Limit price shocks from distribution price increases
- E5 ■ Phase out low fixed charge tariff regulations
- E6 ■ Ensure access to smart meter data on reasonable terms
- E7 ■ Strengthen the Commerce Commission's powers to regulate distributors' performance
- E8 ■ Require small distributors to amalgamate
- E9 ■ Lower Transpower and distributors' asset values and rates of return

F: IMPROVING THE REGULATORY SYSTEM

- F1 ■ Give the Electricity Authority clearer, more flexible powers to regulate network access for distributed energy services
- F2 ■ Transfer the Electricity Authority's transmission and distribution-related regulatory functions to the Commerce Commission
- F3 ■ Give regulators environmental and fairness goals
- F4 ■ Allow Electricity Authority decisions to be appealed on their merits
- F5 ■ Update the Electricity Authority's compliance framework and strengthen its information-gathering powers
- F6 ■ Establish an electricity and gas regulator

G: PREPARING FOR A LOW-CARBON FUTURE

- G1 ■ Set up a fund to encourage more innovation
- G2 ■ Examine security and resilience of electricity supply
- G3 ■ Encourage more co-ordination among agencies
- G4 ■ Improve the energy efficiency of new and existing buildings