

**From:** energymarkets@mbie.govt.nz  
**To:** [Energy Markets](#)  
**Subject:** Electricity Price Review submission  
**Date:** Friday, 1 March 2019 2:18:45 p.m.

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**Name (full)**

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**Company (if applicable)**

**Email**

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**Region**

Waikato

**Category**

Consumers, Consumer Groups and Advocates

**Do you accept these terms & conditions?**

Yes

**A1. Establish a consumer advisory council**

Yes we need to establish a consumer advisory council, companies are just enforcing increases all the time on us not just Waikato everywhere in NZ. WE need someone to talk for the consumer out here as currently we are not being listened to.

**A2. Ensure regulators listen to consumers**

Regulators need to listen to consumers, recently I called the Lines company to complain about the over the top charges to connect power to our holiday home. I was not listened to, just told someone has to pay for it and it was a fair price. I have a holiday home and charged high prices when I am not even using the house. Regulators are not listening the people and something needs to be done about it.

**B1. Establish a cross-sector energy hardship group**

Yes a good idea, we need this a lot of people are struggling with their power bills you hear about this every day, cost of power is crippling to lots of families. we need a cross-sector energy hardship group in the community.

**B2. Define energy hardship**

Yes agree we need to define energy hardship.

**B3. Establish a network of community-level support services to help consumers in energy hardship**

Good idea we need this throughout the whole of NZ, there are a lot of struggling families out here. Some cannot afford to pay their power bills.

**B4. Set up a fund to help households in energy hardship become more energy efficient**

Yes this should be set up, we were told from the Lines company to turn off our hot water at certain times to save power and our cost will be less but it is still very high, some households need to know how they can become more energy efficient to save on power bills.

**B5. Offer extra financial support for households in energy hardship**

Yes good idea but maybe the real issue here is we are being charged far too high for power in NZ, goes up all the time but wages do not compensate for the price rises. Winter months are hard with families so there should be some sort of extra financial support but proof must be provided from those families suffering hardship.

**B6. Set mandatory minimum standards to protect vulnerable and medically dependent consumers**

Yes this is a must, energy companies should be looking at this.

**B7. Prohibit prompt payment discounts but allow reasonable late payment fees**

Keep the payment discounts, this allows our bills to be less, as long as those families that are struggling can provide some sort of proof this is the case, they could have reasonable late payment fees.

**B8. Seek bulk deals for social housing and/or Work and Income clients**

No it should be all the same rates for everyone regardless of how financial they are.

**C1. Make it easier for consumers to shop around**

Yes make it easier, we need options to be able to get a reasonable deal. For The Lines Company we have no options which is unfair, they have the monopoly and keep charging us more and more totally unfair.

**C2. Include information on power bills to help consumers switch retailer or resolve billing disputes**

Yes they should do this for sure. Currently there is no such information on our bills.

**C3. Make it easier to access electricity usage data**

Yes give us more information.

**C4. Make distributors offer retailers standard terms for network access**

Yes some retailers are paying very high prices for power and power connection, should be made available to retailers.

**C5. Prohibit win-backs**

**C6. Help non-switching consumers find better deals**

Yes we need the choice, currently in Turangi for instance we only have the Lines Company to connect the power to our house, and another company charging the power. WE need better deals made available to us.

**C7. Introduce retail price caps**

Yes do this, stop raising up the prices all the time, its making it very difficult for people.

**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**

Yes this should be done, my price of power in Auckland and in Waikato is shocking going up all the time. Someone or the government should be monitoring this and stop this from happening.

**D5. Prohibit vertically integrated companies**

**E1. Issue a government policy statement on transmission pricing**

Yes issue this we need to look at this situation seriously.

**E2. Issue a government policy statement on distribution pricing**

Yes issue a government policy statement on distribution pricing, this should be made available to everyone too.

**E3. Regulate distribution cost allocation principles**

This should be regulated.

**E4. Limit price shocks from distribution price increases**

Look at the Lines Company, they are shocking what they charge people over the top and uncalled for and that is just to connect the power to your house not including the power bill. Their latest price increase shocked whole communities.

**E5. Phase out low fixed charge tariff regulations**

Yes it should be done.

**E6. Ensure access to smart meter data on reasonable terms**

Yes it should be reasonable but currently it is not.

**E7. Strengthen the Commerce Commission's powers to regulate distributors' performance**

Yes someone needs to look at these companies ripping the people off, a investigation needs to be done about how they are charging people look at The Lines Company the most complained about company in NZ.

**E8. Require smaller distributors to amalgamate**

Just give the consumer more choices.

**E9. Lower Transpower and distributors' asset values and rates of return**

**F1. Give the Electricity Authority clearer, more flexible powers to regulate network access for distributed energy services**

Yes give them more flexible powers to regulate network access.

**F2. Transfer the Electricity Authority's transmission and distribution-related regulatory functions to the Commerce Commission**

Yes do this as it seems nothing is being done about what they are charging people out here, someone needs to be looking at it.

**F3. Give regulators environmental and fairness goals**

Yes certainly.

**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**

**G1. Set up a fund to encourage more innovation**

Yes we need more innovation here.

**G2. Examine security and resilience of electricity supply**

Yes this should be looked at.

**G3. Encourage more co-ordination among agencies**

Yes.

**G4. Improve the energy efficiency of new and existing buildings**

Yes

