

**From:** energymarkets@mbie.govt.nz  
**To:** [Energy Markets](#)  
**Subject:** Electricity Price Review submission  
**Date:** Saturday, 16 March 2019 6:17:33 a.m.

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**Name (full)**

Robin Censure

**Company (if applicable)**

**Email**

9(2)(a)

**Contact number**

**Region**

Waikato

**Category**

Consumers, Consumer Groups and Advocates

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

Yes

**A1. Establish a consumer advisory council**

The Lines company does not respond clearly to questions regarding their pricing by email. I have a 7+ month pending email thread with them that is still not resolved. Consumer need an advocate to act on their behalf and force companies to respond.

**A2. Ensure regulators listen to consumers**

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

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

All companies use Credit Simple to assess credit worthiness of consumers. I have never been in debt and even bought my house cash, however, for this reason my credit rating is low (on the credit simple website it actually states my star sign!! as one of the reason for low rating)

I have had to contact 3 companies until I could find one that was ok to take us in.

Company should not be able to refuse to take in customers for this.

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

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

The Lines Company refuses to compare its different plans based on our usage when requested by email.

Electricity company that have access to 2 or months of usage should be obligated to offer a pricing comparison of all their offer based on your previous usage.

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

**C5. Prohibit win-backs**

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

Forbid "new client discounts"

**C7. Introduce retail price caps**

It is not ok that my Lines Company Bill is twice or more what my actual Power bill is while I live 365 days in my home (not a holiday vacationer)

Cost +20% should be the cap for pricing.

**D1. Toughen rules on disclosing wholesale market information**

**D2. Introduce mandatory market-making obligations**

We can NOT have only 1 lines company, we need competition for consumer to get a good deal and innovation to happen.

**D3. Make generator-retailers release information about the profitability of their retailing activities**

**D4. Monitor contract prices and generation costs more closely**

cost +20% should be the cap.

**D5. Prohibit vertically integrated companies**

competition is key

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

Cap the pricing at cost +20%

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

Cap the pricing at cost +20%

**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 smaller distributors to amalgamate**

**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**

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

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

and enforce them under hefty fines

**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**

**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**