

We have identified five 'kete' to hold our conversations and focus our work to gather information on priority problems and ideas for solutions...



Health of the Home

Improving energy well-being through healthier homes

issues such as... heating, insulation, building quality and type, home repairs, building retrofit, appliances, rental and owner-occupied housing



Energy Accessibility & Choice

Accessing energy regardless of income or location

issues such as... network connection, poor credit, disconnection for non-payment, digital access, metering, new technologies, distributed energy resources, availability of different energy sources



Consumer Protection

Protecting energy consumers in their relationships with providers

issues such as... retail contracts, consumer care guidelines, mandatory standards, consumers knowing their rights, monitoring and enforcement, and emerging technologies



Knowledge & Navigation

Supporting and empowering whānau in their energy decisions

issues such as... energy literacy and awareness, education, hard-to-reach consumers, billing information, comparing plans, switching suppliers, consumer information, navigating support, mātauranga Māori, data and insights



Energy Affordability

Affording the energy whānau need for their well-being

issues such as... energy prices, plans and payment options, fees, pre-pay arrangements, household composition and income, people's ability to afford sufficient energy, inequalities and income support