

From: energymarkets@mbie.govt.nz
To: [Energy Markets](#)
Subject: Electricity Price Review submission
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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

A Consumer Advisory Council is needed - Consumers don't know where to go and when they consult The Lines Company about their concerns, they find it difficult getting through to the right people and feel they are not listened to. It feels like a case of David and Goliath but with Goliath winning every time!

A2. Ensure regulators listen to consumers

There is strength in numbers. Individual consumers are worn down by lack of action and are picked off one at a time.

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

"The Line Company" has a Monopoly in the King Country - this needs to change. While we are able to change between power companies we are stuck with the lines company. In the past 6 months, one of our accounts has gone up by 108.57%, another by 97.25% and the third by 21.9% and we are stuck with it because we can't change lines companies.

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

Transparency is vital.

The Lines Company is bamboozling consumers with lengthy, hard to follow letters,

discounts that soften the blow of increased charges and disguise the real impact of those charges. The discounts are only a short term measure and come October 2019 we will be left to feel the harsh reality of the increases.

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

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

This needs to be in a form that is understandable by the majority of the consumers and not presented in a way to disengage.

D4. Monitor contract prices and generation costs more closely

D5. Prohibit vertically integrated companies

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 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

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