

Improving transparency of consumers' electricity charges

To: Retail Advisory Group
c/- Electricity Authority
PO Box 10041
Wellington

Submitter: The Energy Efficiency and Conservation Authority ("EECA")
Te Tari Tiaki Pūngao

EECA's submission is as follows:

Reply to Question 1. Do you agree with the issues raised about the transparency of consumers' electricity?

EECA supports and welcomes the intention to give consumers more information on their electricity charges because we believe this would enable consumers to make better choices regarding their electricity use and help them to use electricity more efficiently.

Reply to Question 11. When do consumers need information about their electricity charges?, **Question 12.** What is (are) the most useful communication channel(s) for delivering the required information:


Consumers would benefit from a breakdown of their monthly electricity bill, as well as information about their electricity consumption trends, and to have ways to compare both the quantity and cost of electricity they use with other similar (nearby) households.

There are already a number of electricity retailers (eg, Genesis, Powershop) that provide good quality and detailed information on their website, which shows that retailers have the required/requested information, and therefore should be able to make it available.

We believe that the monthly electricity bill is one of the most useful communication channels because it is the most direct one, and is easy to access. We believe that consumers do benefit from receiving this information on a monthly basis, alongside their monthly bill. This is so they can gain a better understanding of when and why their electricity bill changes at certain times (eg, after the installation of a new heater, at the beginning of winter etc). Further, even more detailed information could be made available on retailers' websites which is already common practice in some cases.

EECA would welcome the opportunity to work more closely with the Electricity Authority to jointly provide consumers with information about both pricing and energy efficiency to help them make informed choices.

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