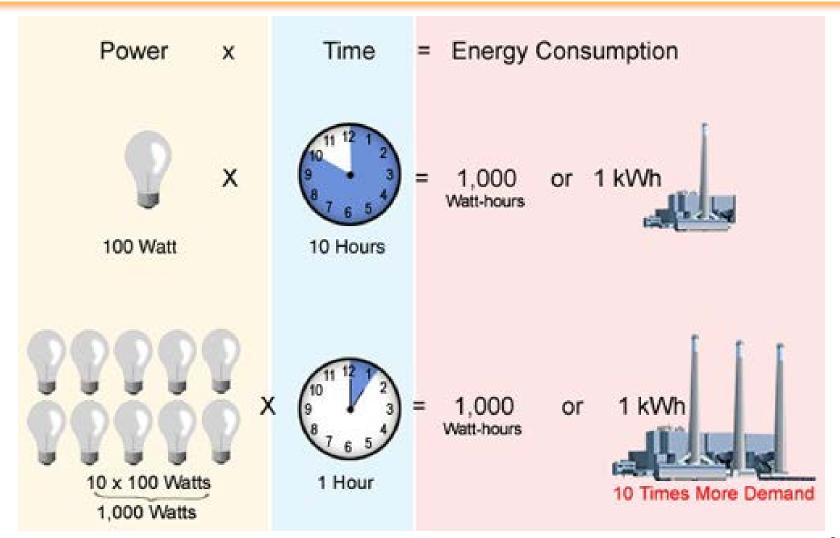


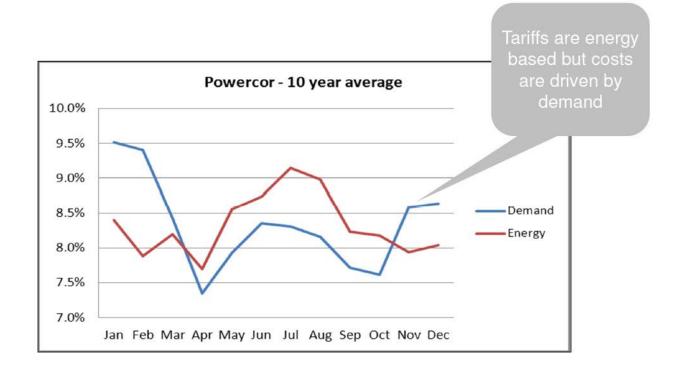
#### Points of Difference – Energy v Demand







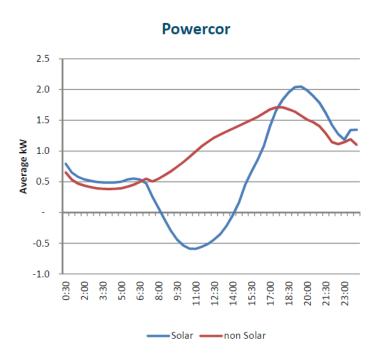
#### c/kWh tariffs have been a poor cost signal

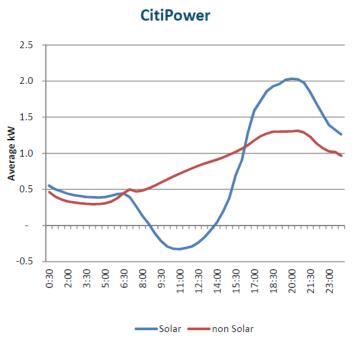


#### **Australian Experience – What's ahead for NZ**



#### Solar PV not helping Hot summer day with no cloud







# Cost Reflective Pricing would promote efficient outcomes for NZ Customers:

- > Send the right signals on the efficient choice of energy source
- > Send the right signals on the efficient use of energy
- Recognise technology will reduce kWh's but not peak demand
- Clearer signals for the efficient use of networks

# This would then promote the efficient investment in NZ infrastructure and energy markets more broadly



#### **Cost Reflective Pricing needs time to be transitioned into place:**

- Allow Policy & Regulations to become enabling and adaptive
- Allow Retailers to adjust their Customer Offers and Customer Engagement promotions
- Allow Customers time to adjust and respond to changes

Otherwise, if a short term approach is taken, then the winners and losers will cause uncertainty and a lack of buy-in will result

# **Enablers for Establishing Cost Reflective Pricing**



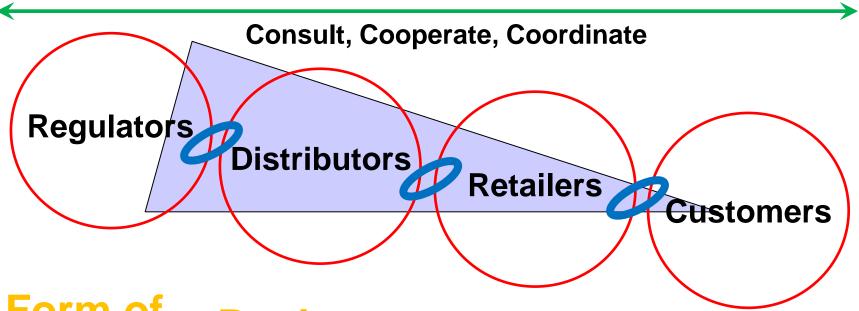
Support needed from **ALL** Market Participants, Whole of System approach is needed to be successful, not just a single participant.

Challenges facing the industry to offer Cost Reflective Tariffs include:

- Access to Cost Reflective Meter Data, need to be able to measure and monitor customer response
- An equivalent obligation on Retailers to Price Signal Customers so that support is provided for the correct response
- Rules & Incentives from the Regulatory regime need to enable a wider scope for Cost Reflective Pricing which is currently limited by Low Fixed User and Price Cap mechanisms
- Regulators, Government Departments and Politicians need to provide full support through policy for successful transition.



# Signal: Efficient Energy Source, Efficient Energy Use, Efficient Investment (Asset & Markets)



Form of Control "enable"

Business Models "signal"

Information Reflected "offers"

Engage & Educate "adopt"



Mature Industrial TOU market provides a tapestry of pass-through signals, Mass Market is simple, day/night at best

- Retailer attraction of simple Mass Market pricing
- Distributor attracted to build an efficient network (lower peaks)
- We need better quality conversations between market participants to define principles & provide choice for customers

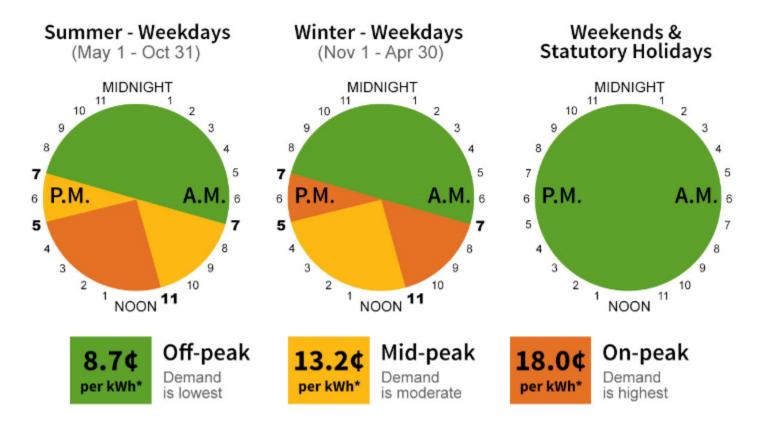
Do we widen the current market structure?

A Residential TOU market > 8000 kWh?

A Residential Mass Market < 8000 kWh (no LFU)?

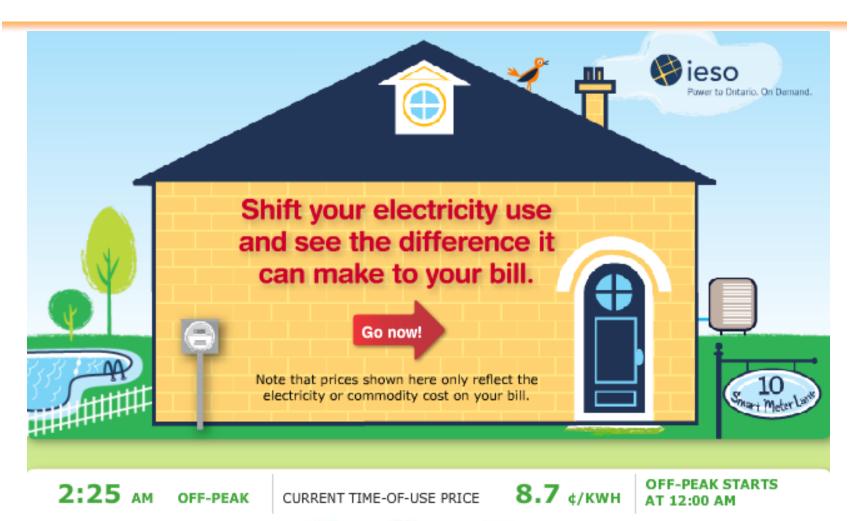


#### TOU Rates effective May 1, 2016:



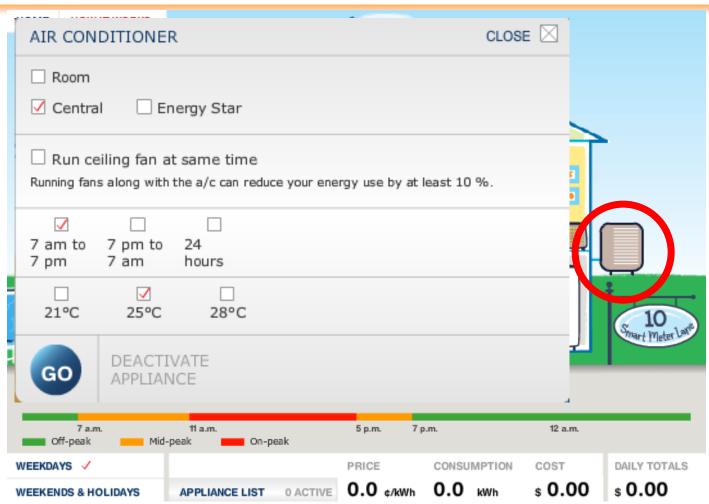






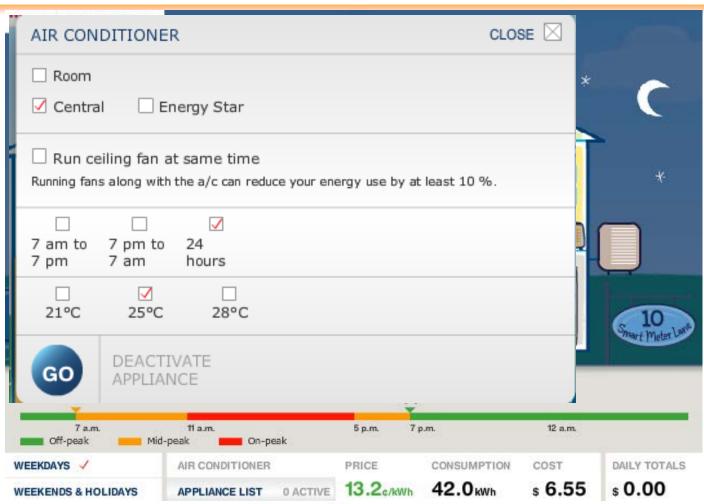
















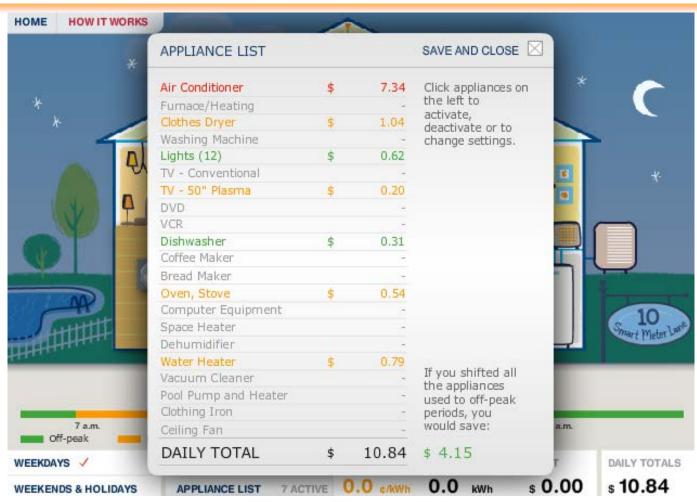














### Cost Reflecting Retail Options on Networks - Informing Customers of their CRP Choices





Let's complete the conversation

Cost Reflective Pricing needs to be simple and clearly communicated

Either the customer can implement or purchase as a service

Technologies are developing to enable both to happen

Smart Phone messaging of energy choices on networks will continue to develop

What's My Number (Savings) may become

What's my Behaviour (Choice/cost)

#### **Customers are sensitive to price perceptions**





