


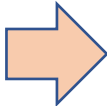
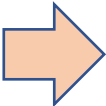


ERANZ Electricity Dashboard May 2020

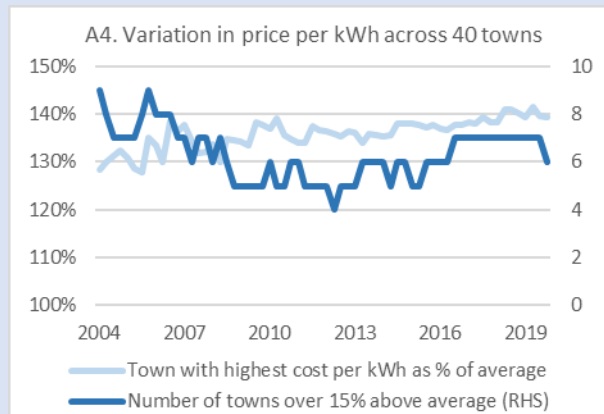
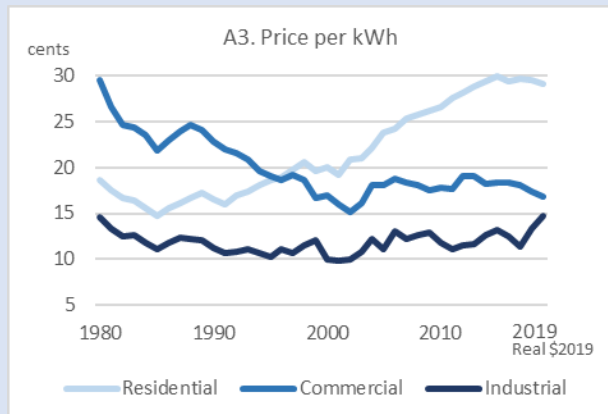
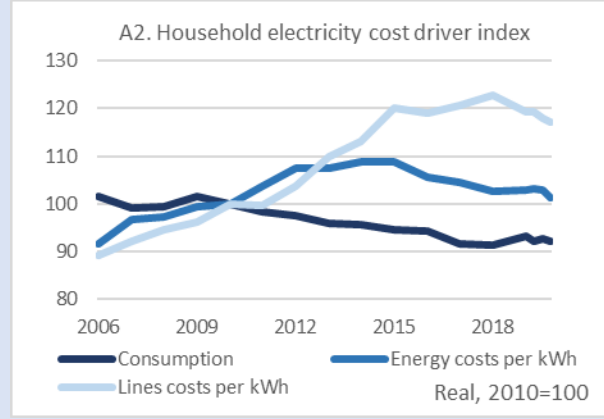
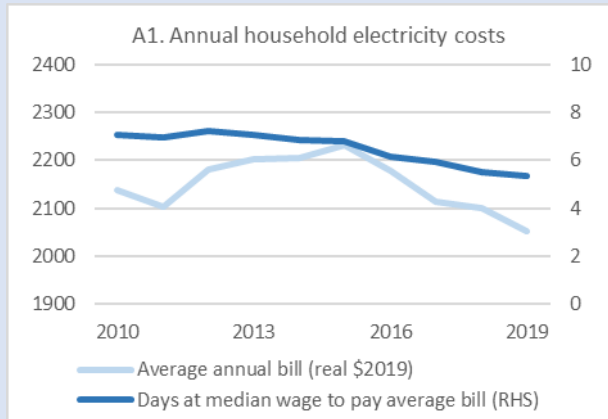
Commentary

A. Bills	
	<p>The average annual power bill continues to trend downward, still at its lowest level in ten years, now at \$2053 yearly after inflation (A1) - a decrease of \$180 in the last five years. Since 2017 power consumption has increased, but bills have continued to fall – down \$60. This means households are using more power but are paying less than before.</p> <p>Overall, despite the recent increase in household consumption, consumption has decreased by 10.5% since 2010.</p> <p>The residential price per kWh is at the lowest level since 2013 (A3).</p>
B. Competition and switching	
	<p>Three times as many households switch providers each year than 15 years ago. 160,000 switch plans within their existing retailer, and a further 610,000 compare but choose not to switch. (B2) Two new retailers entering the market in the last quarter of 2019 means there are now 39 retailers (B1).</p>
C. Sustainability	
	<p>Renewable generation has increased over time. Renewables as a proportion of total generation has increased from 64% in 2008 to 85% in 2019. (C1) The trend will continue, with 563 MW of new renewable generation projects currently being developed.</p>
D. Customer service	
	<p>Electrical outages increased between 2013 and 2018, in part because health and safety concerns have seen lines companies doing less live work on wires. (D2)</p>
E. Energy hardship	
	<p>Disconnection rates have fallen to their lowest level in five years, at 0.24% of ICPs in Q1 2020.</p> <p>Disconnection rates for non-payment are down over 50% since 2006 – but have remained broadly static since 2015.</p>

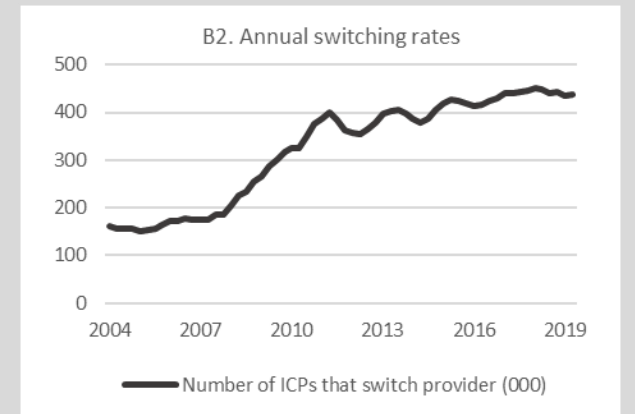
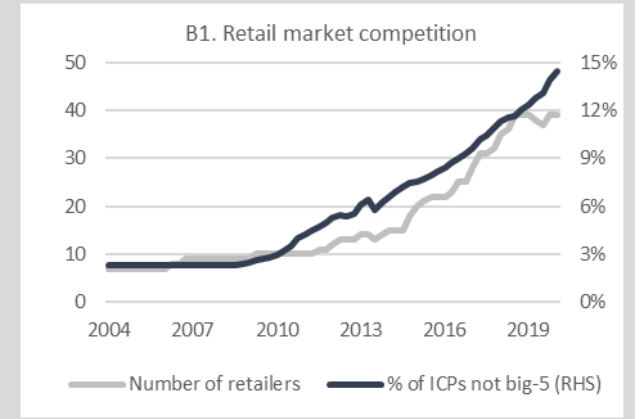
Data available on request. Data sources: ERANZ, Electricity Authority, Ministry of Transport, Ministry of Business, Innovation and Employment, Statistics New Zealand.

ERANZ ELECTRICITY DASHBOARD – MAY 2020

A. Prices



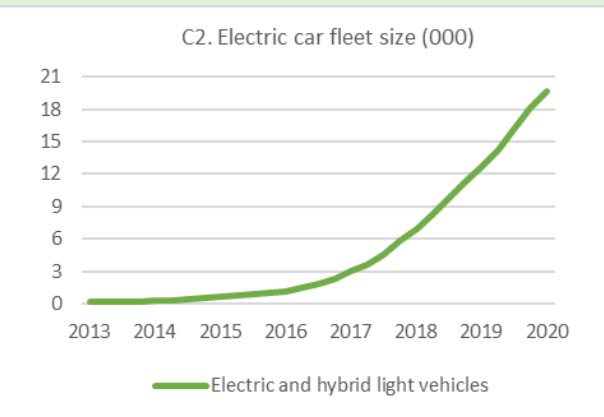
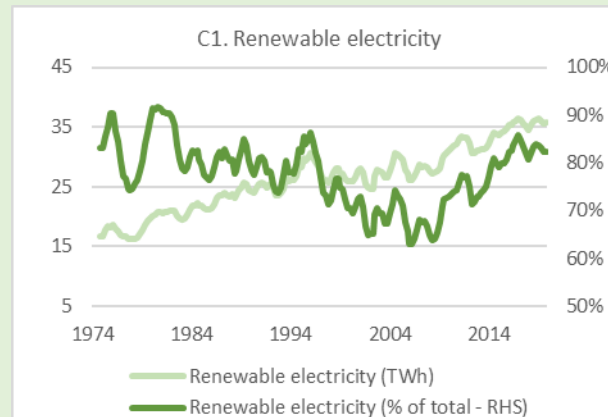
B. Retail competition



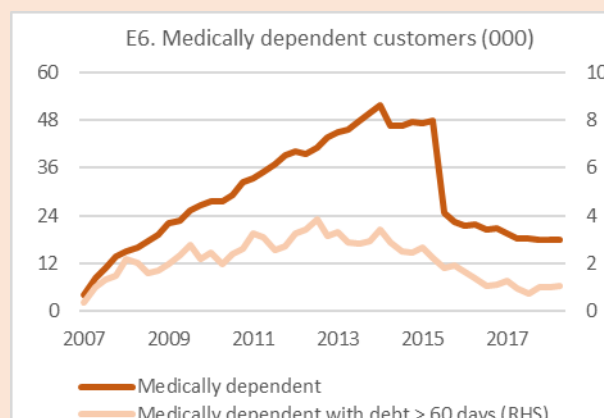
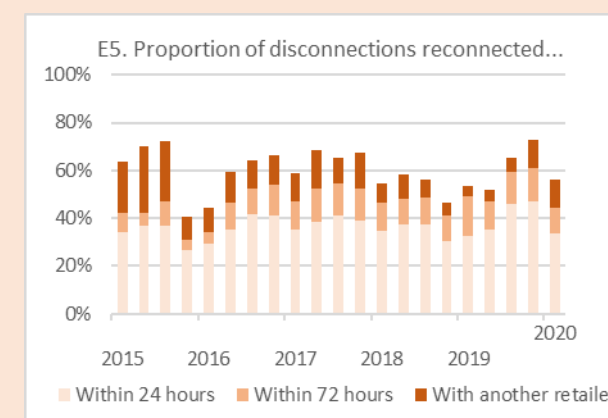
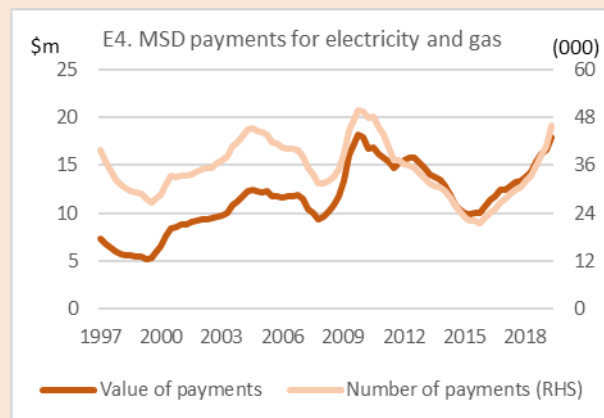
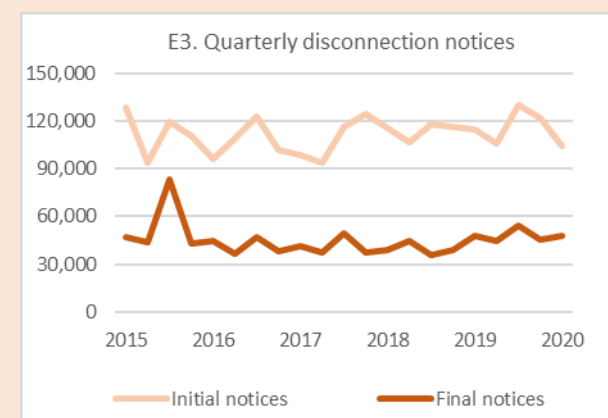
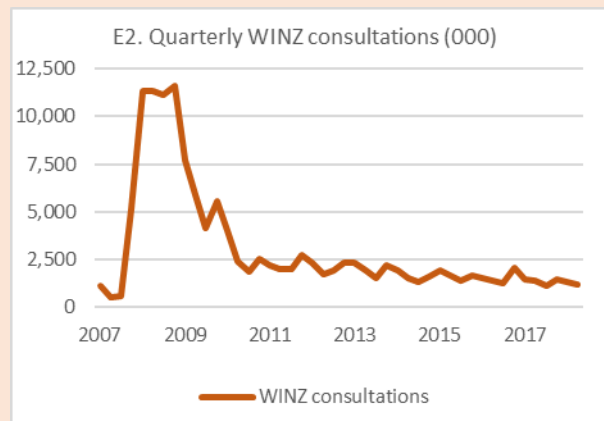
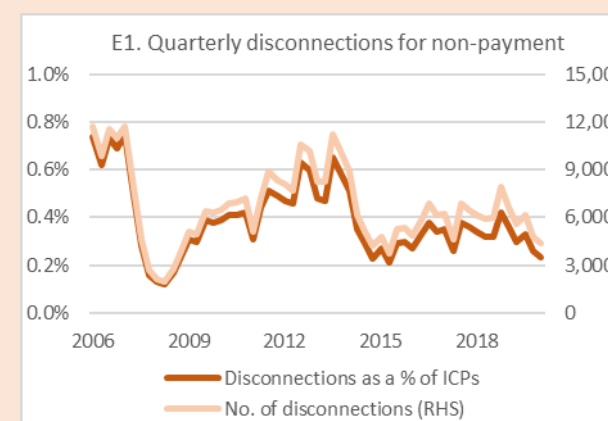
Further switching statistics:

The switching rates above only show ICPs that switch retailer.
160,000 households switch plans within their existing retailer annually.
A further 610,000 households compare different plans each year but choose not to switch.

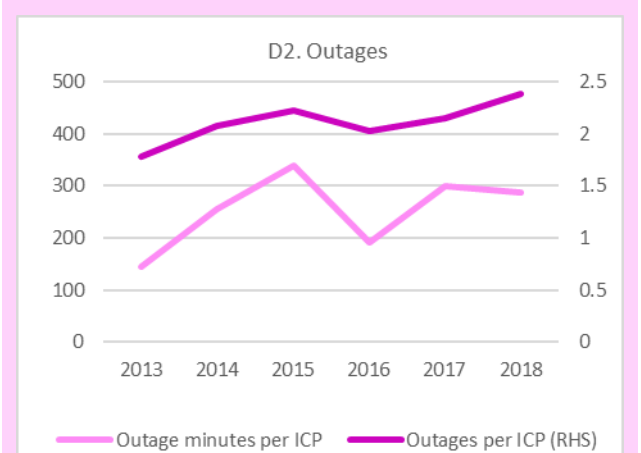
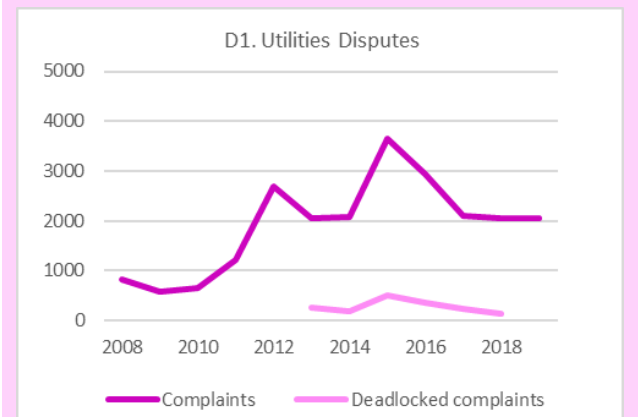
C. Sustainability



E. Energy Hardship



D. Customer service



EnergyMate roll-out

EnergyMate in-home visits: 164
EnergyMate coaching training: 6
Community hui training for families: 33
Community hui training for social services: 28
Social services energy training: Not yet launched