



## NEWSLETTER

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### Welcome from the Chief Executive

Winter is here and the focus on the value of electricity to New Zealand homes and families is top of mind for all of us. As always, there is plenty of activity in the sector across many fronts.

The Government's new Winter Energy Payment has just kicked in and ERANZ has welcomed that with a message to all New Zealanders to ... **Lock-in the warmth so their electricity dollar goes further** (click [here](#) to read more).



Top-of-mind is also the Government's Electricity Pricing Review and the focus on ensuring our electricity market – from generation, transmission and distribution to retail - delivers efficient, fair and equitable prices for consumers, especially as technology evolves and we transition to a lower emissions future of which electricity will be a major part.

As a customer-focused sector ERANZ members are conscious of ensuring their prices, plans and services are sharp, and this year is no different. With over 35 retailers in the New Zealand market, competition continues to grow around the country and there are a wide range of services, products and plans to choose from.

[Read the Chief Executive's full welcome here](#)

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## Introducing

### Introducing the ERANZ Director, Communications and Engagement

Gaylene Hosking has joined ERANZ to establish a new role of Director, Communications and Engagement. She brings a wealth of experience from the public, private and not-for-profit sectors, as well as a strong commercial sense gained from running her own consultancy. She has led teams and delivered both strategically and tactically across PR, marketing, communications both from an agency perspective and in-house. She also brings seven years of experience in the collaborate-to-



compete space where she delivered generic messaging to drive a paradigm shift for an industry seeking to move consumer perception from disinterested and negative to positive and engaging. Most recently she worked to the Board of the Campaign for Wool (CFW) NZ as their Global Strategist and Co-ordinator. The CFW is an initiative of HRH The Prince of Wales who is also patron. She brings electricity experience through her previous work with Meridian.

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## Featured Story

### **New Zealanders keen to know they are on the best plan**

New Zealand electricity consumers are among the most active in the world when it comes looking for the best deal that suits them.

Around 55% of consumers are actively shopping around in a single year. Some choose to stay with their power provider and some choose to change. This all points to the benefits of comparing retailers and how actively retailers are competing to keep their customers satisfied.

New Zealand has what is known as a “hot” market in terms of competition – we have one of the highest switching rates in the world, it is easy to change power providers, taking only 3-4 days, it is seamless and free, and there is plenty of choice with all regions having at least 14 power providers offering different plans and packages.

Compared to other countries, New Zealanders *THINK* it is easier to compare and switch provider and they also *THINK* it will be worthwhile to do so. The reality is that it *IS* easier and New Zealanders *DO* switch and compare more than our international equivalents.

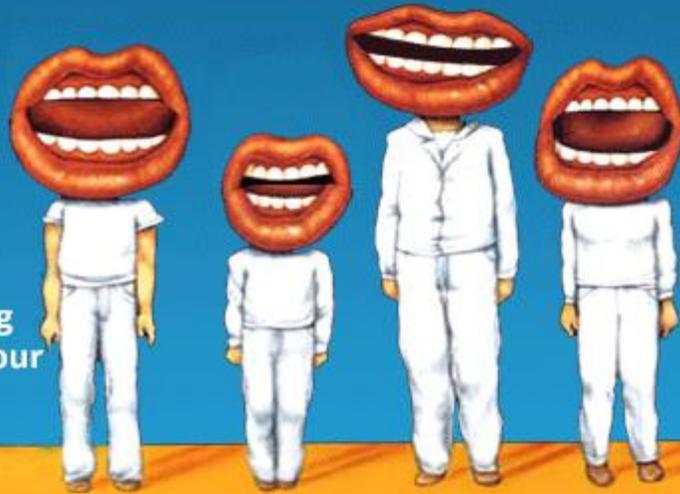
[Read the full story here](#)

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ERANZ presents

# Talking Heads

A discussion series on interesting issues affecting the electricity sector and our customers



A deep-dive into the big questions

Energy News and ABB

New Zealand Electricity Survey

ERANZ ran our 10th Talking Heads last week. This time we held a cross-sector panel discussion on the Energy News and ABB 2018 New Zealand Electricity Survey, and took a deep-dive into the results.

[Read the full story here](#)

## Little Sparks

**Winter Energy Payment kicked off 1 July with the message from us to lock in the warmth**

With the Winter Energy Payment (WEP) kicking off this month, we wanted New Zealanders to know that there are some simple things that can be done today, and efficiency investments to consider for tomorrow, that can help lock in the warmth and future-proof homes from **electricity loss**, which we highlighted in a [recent release to media](#).

We wanted to talk about **electricity loss** specifically, which is caused when homes are damp, draughty and don't hold in the heat. Electricity loss needs addressing. The NZ Green Building Council agrees.

[Read the full story here](#)

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## Keeping customers at the heart of all that we do

Our [\\$1 of electricity buys you...](#) graphic, has been shared widely by ourselves and our members as well as EECA and EA. It has also been welcomed by Consumer NZ. This customer-centric graphic is just one in a series that will be coming out over the next few months.

[Read the full story here](#)

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## Access to Energy project

Are you a person who can deliver projects and ideas? Can you build partnerships across communities, NGOs, government and industry? Are you passionate about helping people to have a warm, dry home that gets the best value from the energy put into it?

[Read the full story here](#)

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## Joint action on the Low-Fixed Charge

ERANZ and ENA have lately been doing some joint advocacy on the Low-Fixed Charge (LFC) issue.

[Read the full story here](#)

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### ERANZ is on Twitter

ERANZ is now on Twitter. Follow us

[https://twitter.com/electricity\\_nz](https://twitter.com/electricity_nz)

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