



ACT
Government

Y**OURSAY**
Community panel



YourSay Community Panel

Electricity plan comparability survey

14 January 2019





Background: The Independent Competition and Regulatory Commission (the Commission) is a statutory body set up to regulate prices, access to infrastructure services and other matters in relation to regulated industries and to investigate competitive neutrality complaints and government-regulated activities in the ACT.

The Commission is currently investigating electricity pricing in the ACT. As part of its investigation, the Commission is required to consider whether changes should be made in the Territory to promote improved transparency and comparability of electricity prices.

Purpose: The Commission will consider the findings from the ACT Government's YourSay Community Panel survey when preparing its draft final report which is expected to be released in February 2020.

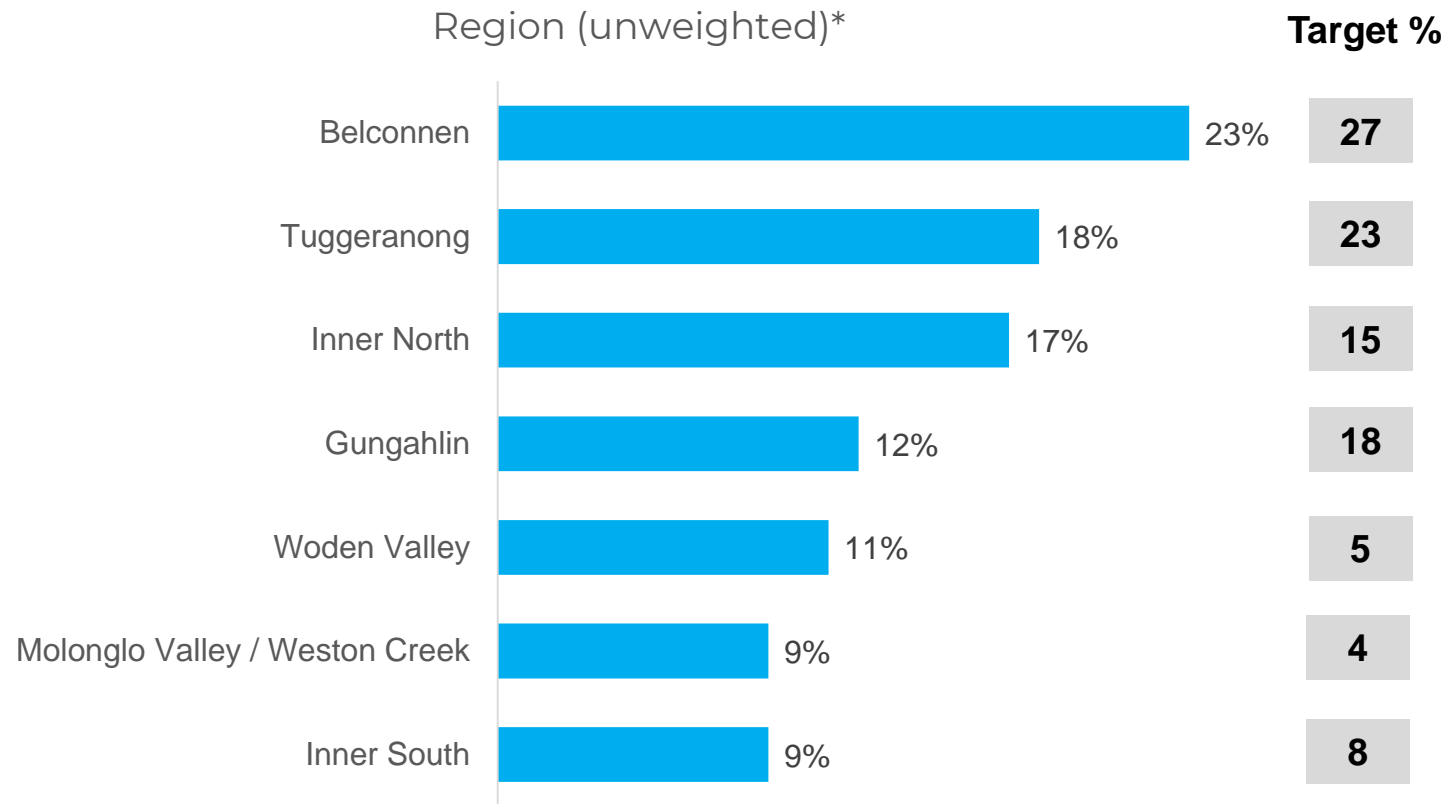
Timeframe: The survey opened on **27 November** and closed on **4 December 2019**.

Sample: **1,057** YourSay Community Panel members completed the survey.

Weighting: The results have been weighted to reflect relative population proportions.



Demographics



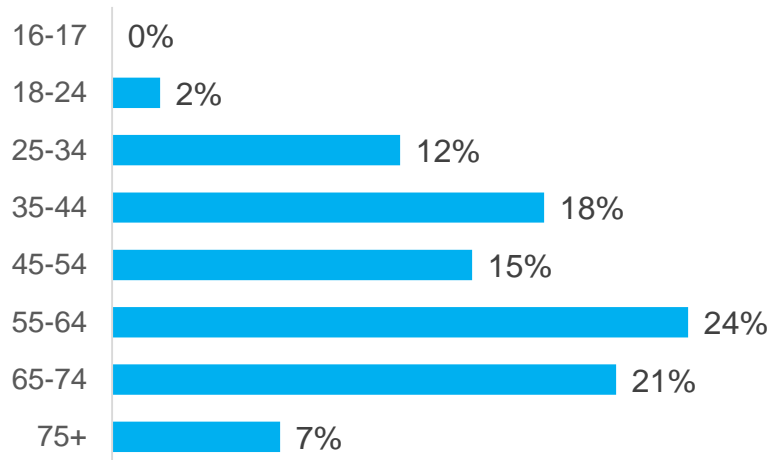
**Figures may not add up to 100 due to rounding*

n = 1,057



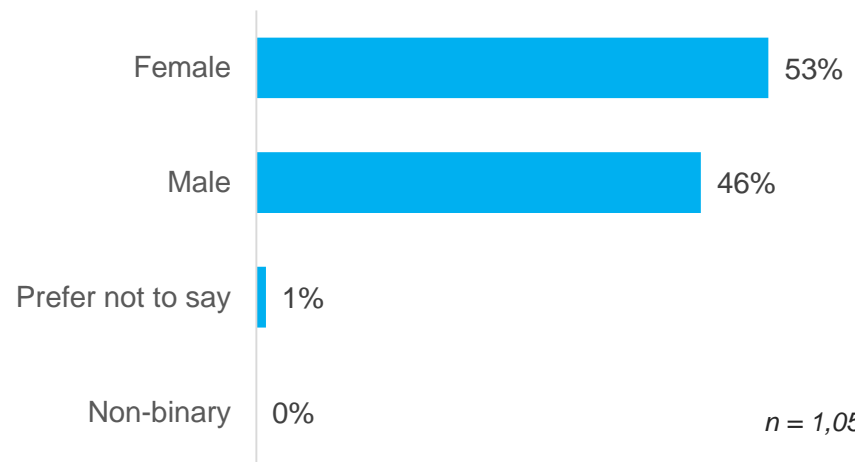
Demographics

Age (unweighted)*



*Figures may not add up to 100 due to rounding

Gender (unweighted)



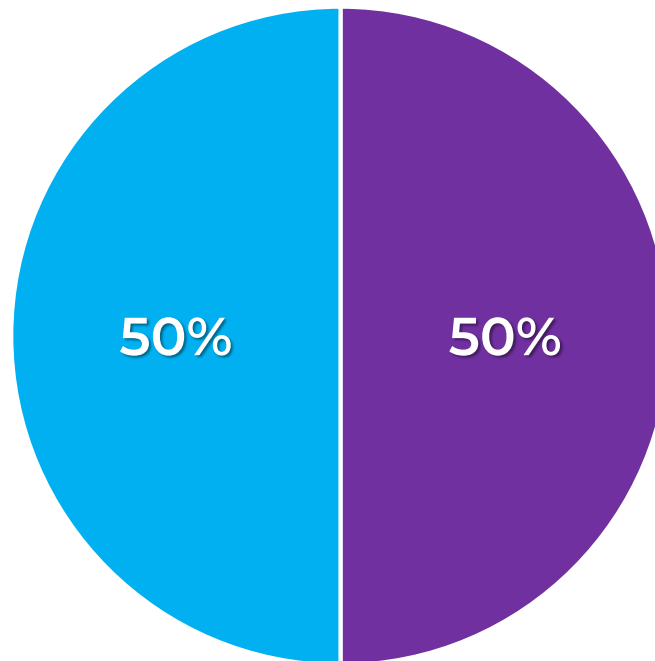
n = 1,057



Household decision making

Q: Which of the following best describes you?

- I am a joint decision maker in my household in relation to choosing energy products and services
- I am the main decision maker in my household in relation to choosing energy products and services

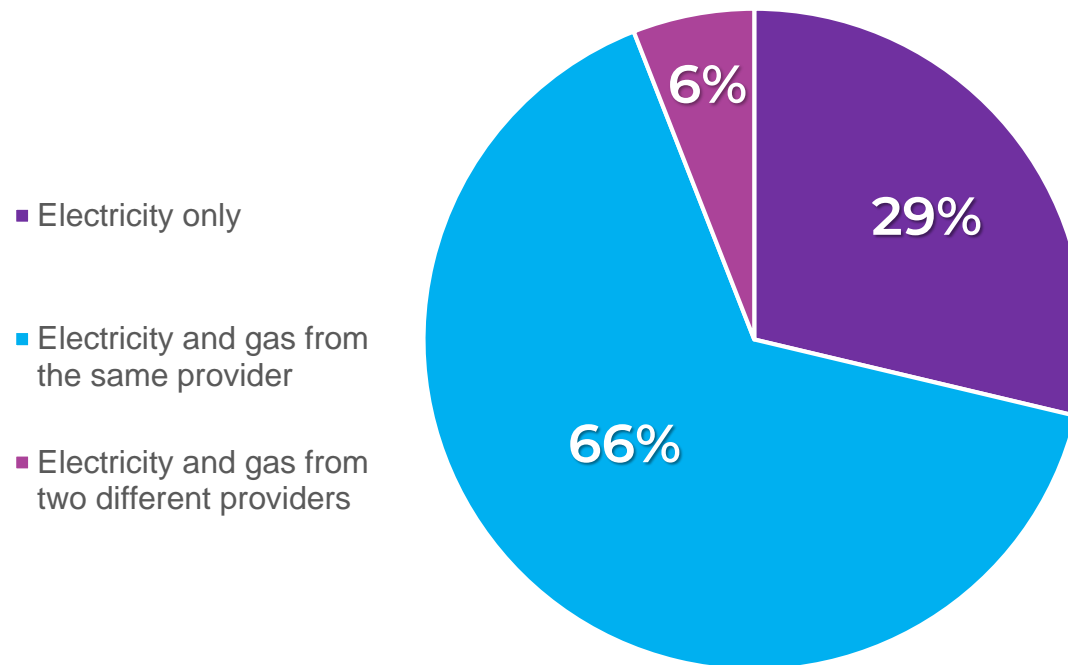


n = 1,057



Electricity and gas provision

Q: Which of the following energy plan/s do you currently have at your household?

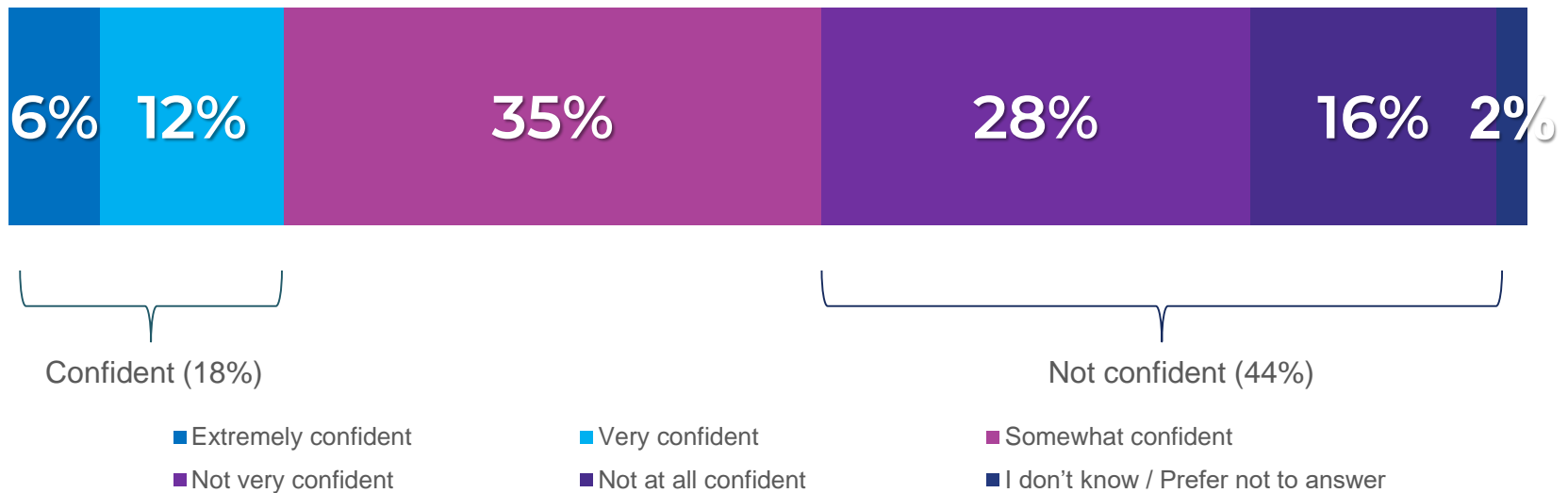


n = 1,057



Confidence in electricity plan

Q. How confident are you that your current electricity plan is the best plan for your circumstances?

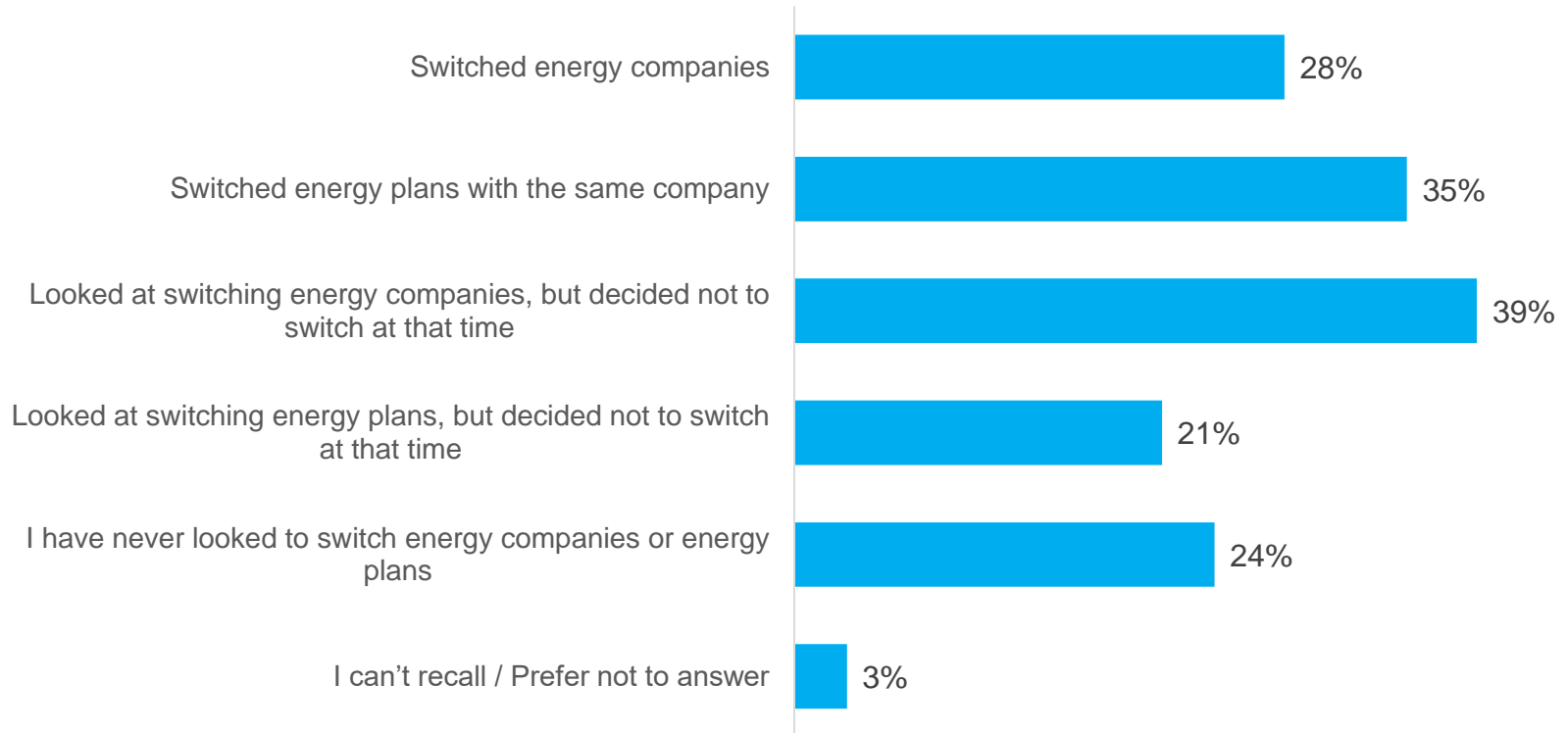


n = 1,057



Consumer behaviour

Q. Have you ever done any of the following?
(Multiple Choice)

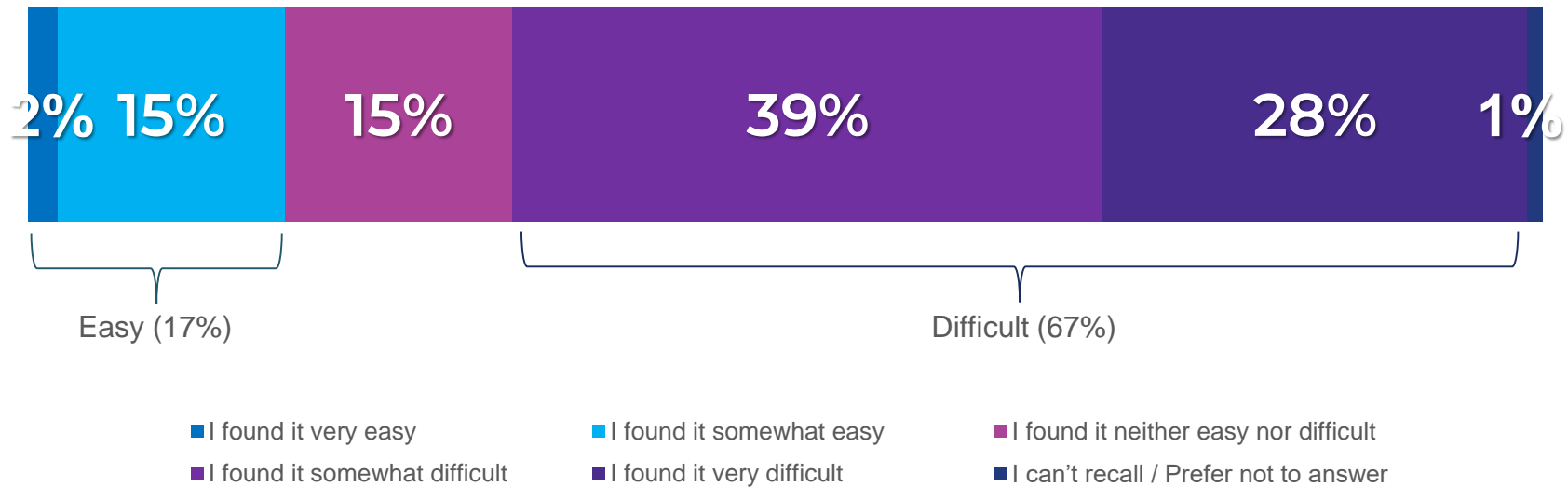


n = 1,057



Experience comparing plans

Q. Overall, how would you describe your experience comparing electricity plans?

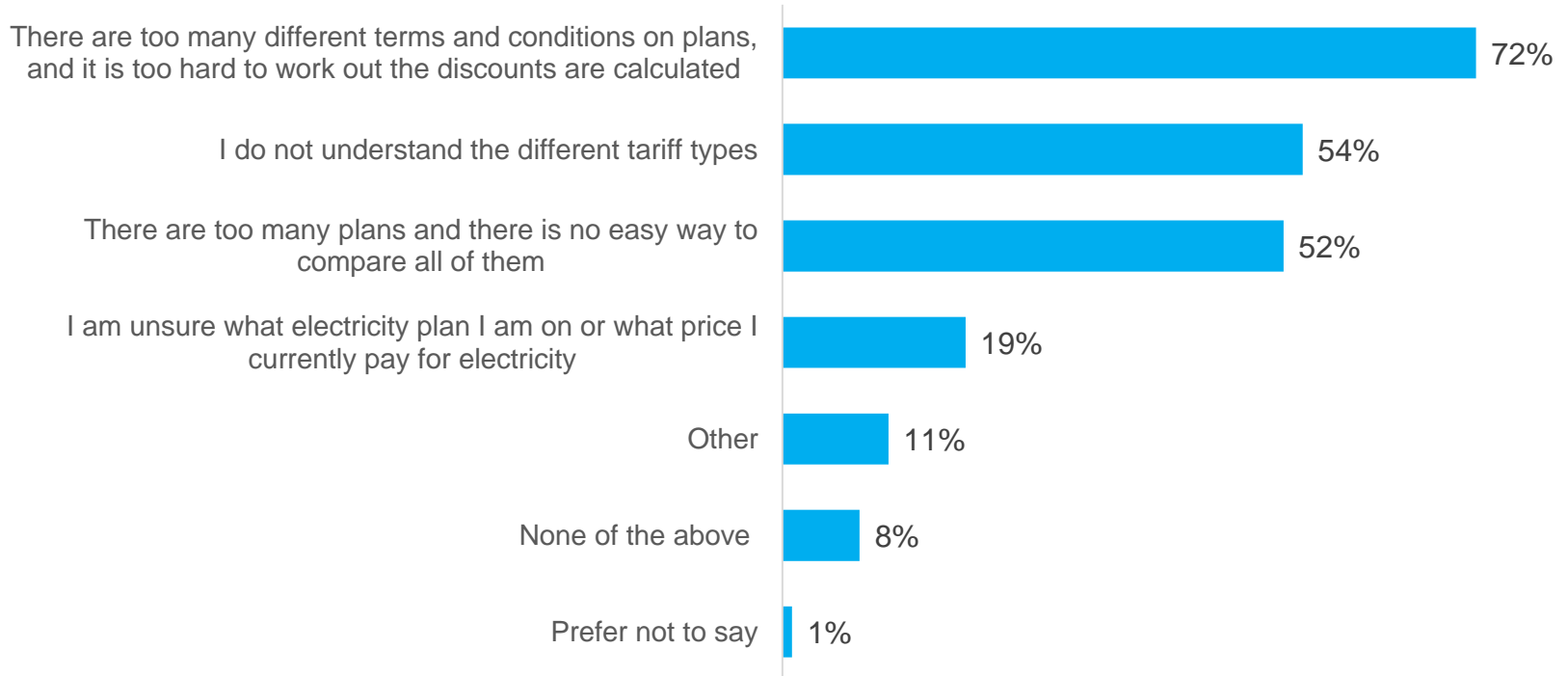


n = 793



Barriers to switching plans

Q. If you can recall, have any of the following caused you difficulties when comparing electricity plans?
(Multiple Choice)

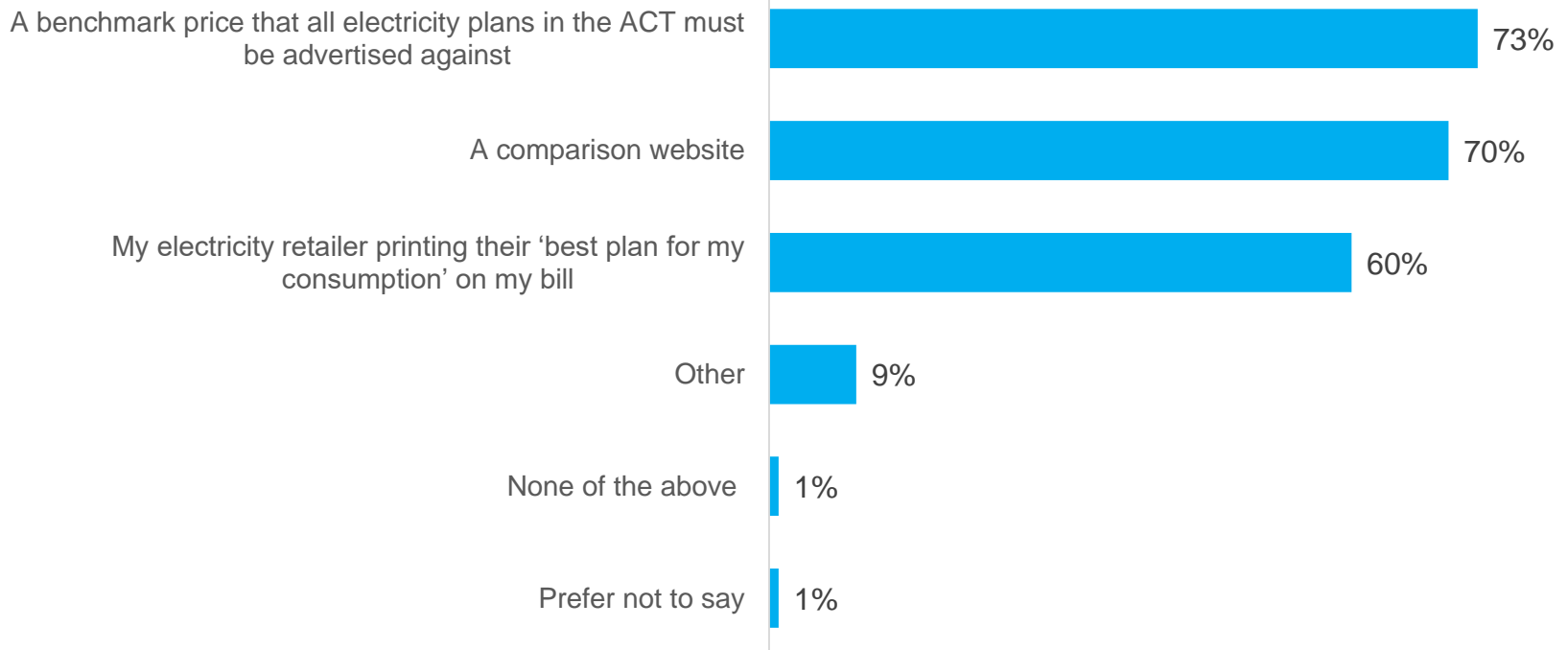


n = 793



Finding the best plan

Q. If you were looking to find the best electricity plan for your circumstances, what would help you?
(Multiple Choice)

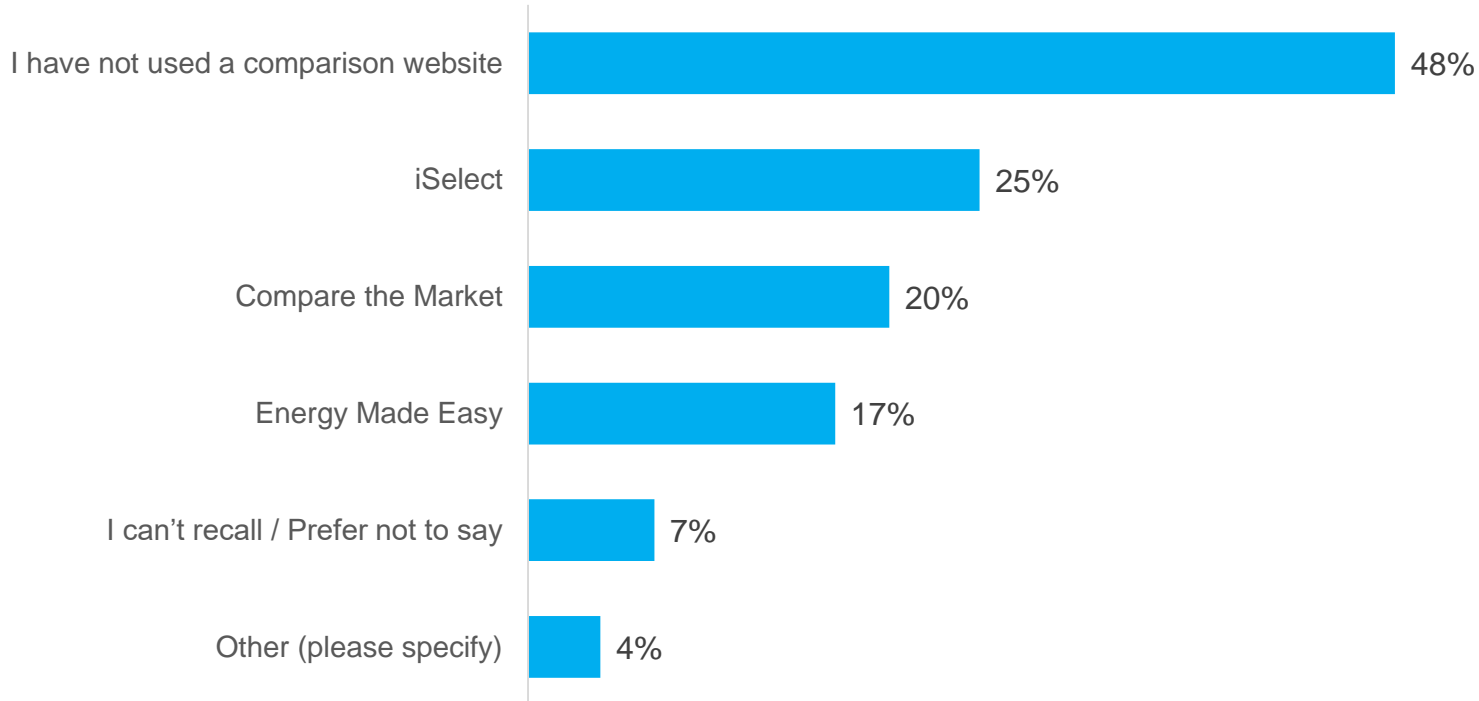


n = 1,057



Comparison website usage

Q. Have you used any of the following comparison websites to compare electricity plans?
(Multiple Choice)

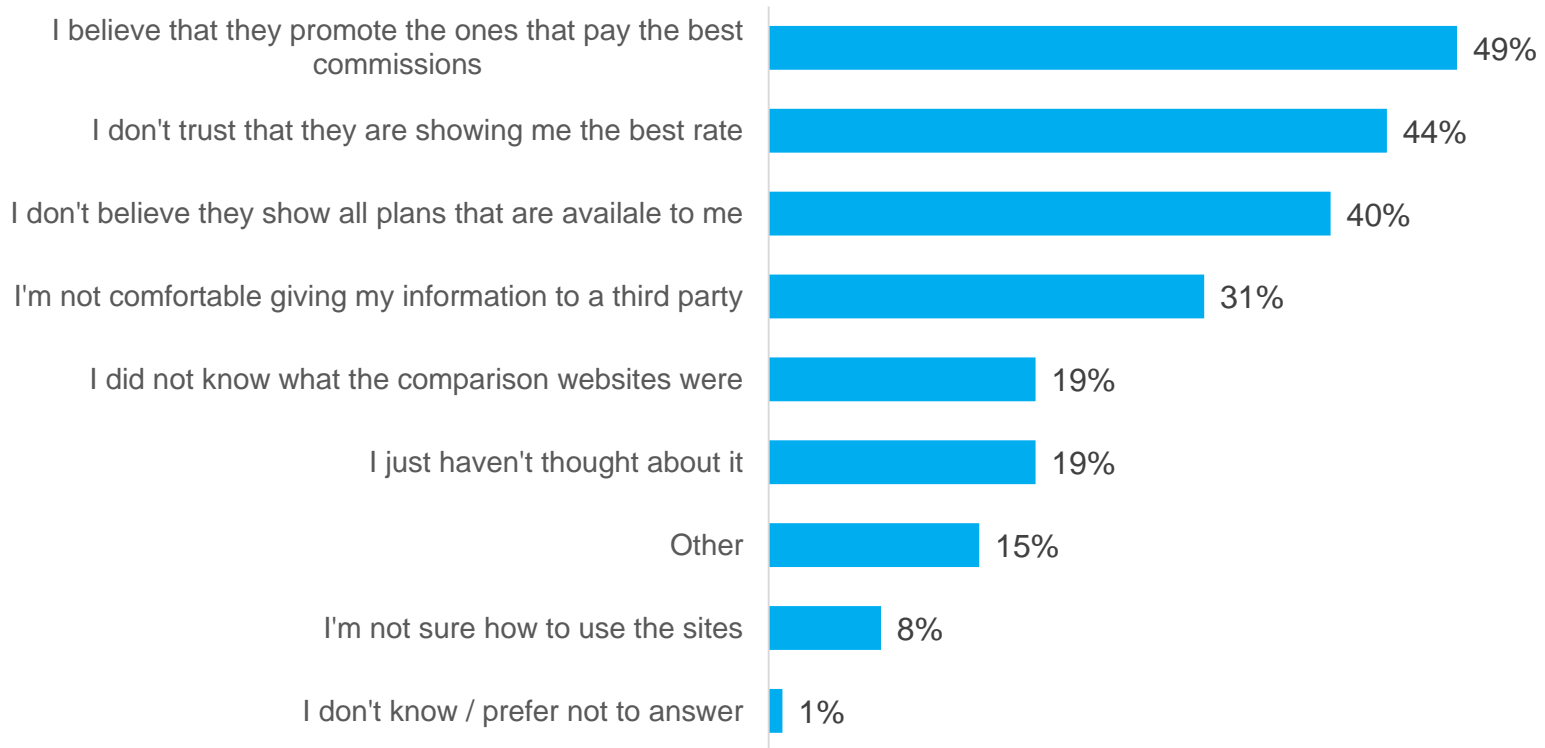


n = 803



Barriers to usage

Q. Why haven't you used an energy comparison website?
(Multiple Choice)

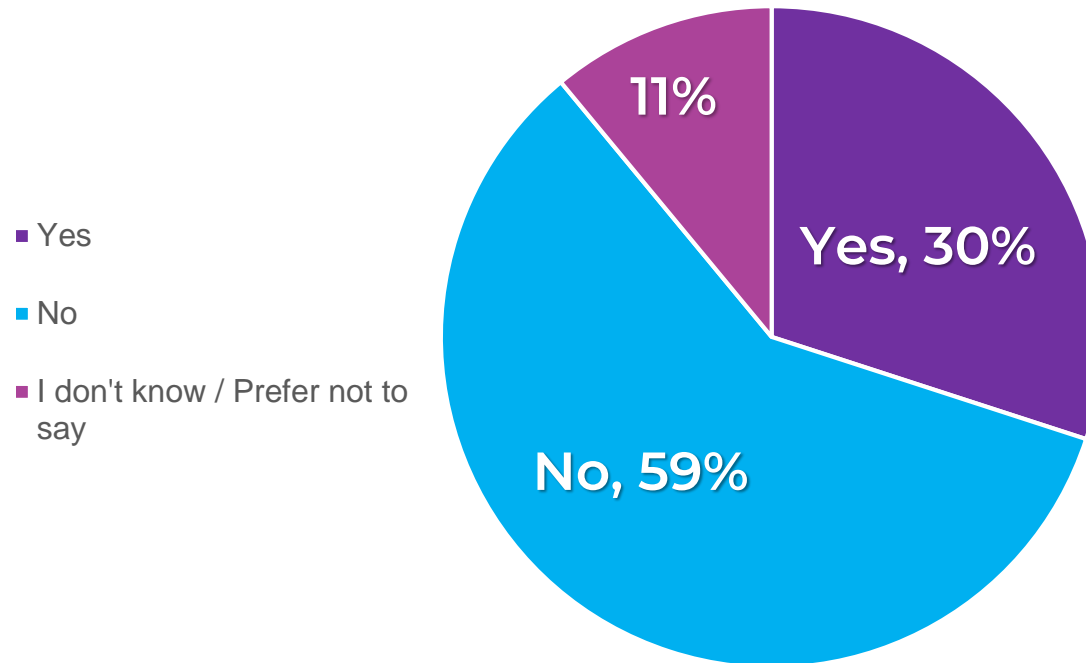


n = 393



Usefulness of comparison sites

Q: If you can recall, was the comparison website/s useful in helping you find a better electricity plan?



n = 347



Comparison site feedback

Q. Why wasn't the website/s useful in helping you find a better electricity plan?

214 de-identified comments were provided to the Commission for analysis and consideration as part of its investigation into electricity pricing in the ACT.

n = 214



Further comments

Q. Do you have any further comments you wish to make about your experience comparing electricity plans?

364 de-identified comments were provided to the Commission for analysis and consideration as part of its investigation into electricity pricing in the ACT.

n = 364