

FAQs About the Electra Sales Discount

- ◆ **Sales Discount is made up of \$30 plus a variable % of the total fixed and variable distribution and transmission** charges at that ICP for the previous 12 months.
- ◆ 31st January 2020 is the eligibility cut-off date:
 - If the consumer was connected to the Electra Network at midnight on 31 January 2020 they are entitled to a sales discount.
- ◆ **Not entitled to sales discount if not a consumer on 31st January 2020**
- ◆ **Revenue received by Electra is approximately 30%** of an average consumers electricity bill
- ◆ **Calculation of sales discount** – all sales discount allocations are made on data supplied to Electra by the consumer’s retailer – directly from their bills.
- ◆ **New consumer to the area** – will receive the sales discount for the time they have been connected to the Electra network
- ◆ **Moved property within the Electra network** - Consumer is entitled to 12 months’ worth of sales discount.
 - Consumer should contact Electra at discounts@electra.co.nz to establish whether they are entitled to more sales discount than set out in their letter.
- ◆ **Changed retailer during the year** within the Electra network - Consumer is entitled to 12 months of sales discount.
 - ◆ Consumer should contact Electra at discounts@electra.co.nz to establish whether they are entitled to more sales discount than set out in their letter.
- ◆ **Account finalised after 31st January and not received discount**
 - Consumer is entitled to receive their sales discount.
 - We can still credit the sales discount to a current electricity account or a nominated electricity account.
- ◆ **No cheques will be paid out.** Sales discount will be credited to consumer’s power account anywhere in New Zealand.
- ◆ **Contact** Electra call centre on **0800 353 2872** or email discounts@electra.co.nz
- ◆ Due to the volume of enquires it may take us **up to 10 working days** to investigate and respond.
- ◆ **Why haven’t I received a letter?** If you have elected to receive your power account / communication by email your discount advice will have been emailed. Please check your spam or junk folders.