

## FAQs About the Electra Sales Discount

- ◆ The Electra Sales Discount is made up of \$30 plus a variable percentage of the total fixed and variable lines charges at that ICP for the previous 12 months.
- ◆ 31st January 2021 is the eligibility cut-off date:
  - If the customer was connected to the Electra Network at midnight on 31 January 2021 they are entitled to a sales discount.
- ◆ **Not entitled to sales discount if not a customer on 31st January 2021**
- ◆ If the customer has not received their first bill from their retailer their consumption will be counted in next year's sales discount.
- ◆ **Calculation of sales discount** – all sales discount allocations are made on data supplied to Electra by the customer's retailer.
- ◆ **Why is my discount less than last year?**

In April 2020 Electra reduced both the electricity lines revenue and the sales discount by \$3m. The purpose of this change was to provide an upfront benefit to customers via reduced lines charges, bringing forward some of the benefit of the discount of the end of the year.
- ◆ **New customer 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** - Customer is entitled to 12 months' worth of sales discount.
  - Customer should contact Electra 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 - Customer is entitled to 12 months of sales discount.
  - Customer should contact Electra 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**
  - Customer 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 customer's electricity account anywhere in New Zealand.
- ◆ **Contact** Electra call centre on **0800 353 2872** or email **discounts@electra.co.nz** please provide your ICP number.
  - Due to the volume of enquiries, it may take us up to 14 working days to investigate and respond.
- ◆ **Why haven't I received anything?** If you have elected to receive your electricity account / communication by email your discount letter will have been emailed. Please check your spam or junk folders.