



## FAQs About the Electra Discount

- ◆ The Electra 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 2022 is the eligibility cut-off date:
  - If the customer was connected to the Electra Network at midnight on 31 January 2022, they are entitled to an Electra discount.
- ◆ **Not entitled to Electra discount if not a customer on 31st January 2022**
- ◆ If the customer has not received their first bill from their retailer their consumption will be counted in next year's Electra discount.
- ◆ **Calculation of Electra discount** – all Electra discount allocations are made on data supplied to Electra by the customer's retailer.
- ◆ **New customer to the area** – will receive the Electra 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 Electra discount.
  - Customer should contact Electra to establish whether they are entitled to more Electra discount than set out in their letter, if ICP/Retailer is missing from 2<sup>nd</sup> page of letter.
- ◆ **Changed retailer during the year** within the Electra network - Customer is entitled to 12 months of Electra discount.
  - Customer should contact Electra to establish whether they are entitled to more Electra discount than set out in their letter if ICP/Retailer is missing from 2<sup>nd</sup> page of letter.
- ◆ **Account finalised after 31st January and not received discount**
  - Customer is entitled to receive their Electra discount.
  - We can still credit the Electra discount to a current electricity account or a nominated electricity account.
- ◆ **No cheques will be paid out.** Electra 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.