

FAQs about the Electra Price Discount

Why am I getting a Price Discount?

- ◆ The **2024 Electra Price Discount** covers the twelve-month period up to and including 31 January 2024:
 - If you were connected to the Electra Network at midnight on 31 January 2024, you are eligible for the 2024 Electra Price Discount
 - You are *not* eligible for the 2024 Electra Price Discount unless you were connected to the Electra network on 31 January 2024.
- ◆ The 2024 Electra Price Discount is made up of \$0.0850 per day (\$30 for a full year) plus \$0.0088 per kWh you have used at the eligible ICP(s) over the previous 12 months.
- ◆ A small number of customers were sent emails addressed to their last name; please accept our apologies for this error. This did not have any impact on the discount calculation or payment.
- ◆ If you haven't received your first bill yet, your first discount will be applied next year.
- ◆ **Calculation of the Electra Price Discount** – all Electra Price Discount allocations are made on data supplied to us by your electricity retailer.
- ◆ **The Electra Price Discount is a credit, *not* a cash payment** – the Electra Price Discount is credited to your electricity account, anywhere in New Zealand. You cannot receive your Electra Price Discount as a cash payment or credited to a bank account.
- ◆ **New customers to the area** – the Electra Price Discount you receive will cover the total time you have been connected to the Electra network for the year ended 31 January 2024.
- ◆ **Moved property within the Electra network** – if you move between properties and they are both connected to the Electra network, you'll be entitled to an Electra Price Discount that covers the total time you spent at *both* properties for the year ended 31 January 2024:
 - If the letter you receive about your Electra Price Discount is missing an ICP/Retailer (on the 2nd page of the letter), you should contact us to find out if you are entitled to a different Electra Price Discount
 - For any queries, please use the form at: <https://electra.co.nz/discount-enquiry>
- ◆ **Changed retailer within the Electra network** – if you change electricity retailers for a property/ICP connected to the Electra network, you are still entitled to an Electra Price Discount for the entire time you have been connected to the Electra network for the year ended 31 January 2024:
 - If the letter you receive about your Electra Price Discount is missing an ICP/Retailer (on the 2nd page of the letter), you should contact us to find out if you are entitled to a different Electra Price Discount
 - For any queries, please use the form at: <https://electra.co.nz/discount-enquiry>
- ◆ **Account finalised after 31 January 2024** – if you closed/finalised your account after 31 January 2024, you are still entitled to an Electra Price Discount. We can still credit the Electra Price Discount to a current electricity account or a nominated electricity account:
 - If you closed your account after 31 January 2024 and haven't received your 2024 Electra Price Discount, you should contact us to find out if you are entitled to an Electra Price Discount
 - For any queries, please use the form at: <https://electra.co.nz/discount-enquiry>
- ◆ If you need to contact us about your Electra Price Discount, you have some options:
 - (recommended) Use the form at: <https://electra.co.nz/discount-enquiry>
 - Send us an email at: discounts@electra.co.nz
 - Make sure you provide us with your ICP(s) and ICP address.
 - Due to the volume of enquiries, it may take us up to 10 working days to investigate and respond.
- ◆ **Haven't received any notification about the Electra Price Discount?** Some customers have elected to receive their electricity account/communication by email. If this is what you have chosen, your Electra Price Discount letter will have been emailed to you - please check your spam or junk folders.
 - If you haven't received any notification about your 2024 Electra Price Discount and there is nothing in your spam or junk folders, you should contact us to find out if you are entitled to an Electra Price Discount
 - For any queries, please use the form at: <https://electra.co.nz/discount-enquiry>