

## What is the Electra Price Discount?

- Electra is a consumer owned trust, with shares held on behalf of all consumers by the Electra Trust.
- All properties with a dedicated and connected ICP in our network area, from Paekākāriki in the south to Foxton and Tokomaru in the north, are beneficiaries of the Trust and are eligible for a Price Discount every year.
- Since its establishment in 1993, the Trust has returned over \$229m to its beneficiaries through the annual Price Discount.

## Why am I receiving a Price Discount?

- The **2025 Price Discount** applies to active accounts on **31 January 2025**. Here's how it works:
  - If you were connected to the Electra network at **midnight on 31 January 2025**, you qualify for the Price Discount.
  - If you weren't connected at this date, you won't qualify for the Price Discount.

## How is the Price Discount calculated?

- The Price Discount is based on electricity consumption data supplied to Electra by your retailer.
- The Price Discount includes:
  - **\$0.1370 per day** (equivalent to **\$50 for a full year**)
  - **\$0.0059 per kWh** of electricity used at the eligible ICP(s) over the previous 12 months.

## What's the difference between a credit and a cash payment?

- The Price Discount is a **credit** to your electricity account, not a cash payment. It cannot be credited to a bank account.

## New customers to the area during the year?

- Your Price Discount is calculated based on the time the property ICP was connected to the Electra network on the year ending 31 January 2025.
- Even if you have not lived in the property for the full year, the Price Discount will be based on the year's electricity consumption at the ICP of the property you have an account at on 31 January 2025.

## What if I have moved property during the year?

- Your Price Discount is calculated based on the time the ICP was connected to the Electra network during the year ending 31 January 2025.
- Even if you have not lived in the property for the full year, the Price Discount will be based on the year's electricity consumption at the ICP of the property you have an account at on 31 January 2025.

### **Closed your account after 31 January 2025?**

- You're still eligible for the Price Discount! We can credit it to your current or nominated electricity account.
- If you haven't received your discount yet, contact us to find out more.

### **Haven't received a notification about your discount?**

- If you've chosen to receive your electricity account by email, the Price Discount notification was sent to you that way. Please check your spam or junk email folders.
- If you still haven't found it, please [contact us](#) to check if you're eligible.

### **How can I get in touch with you about my Electra Price Discount?**

- For the quickest response, please use our [Price Discount enquiry form](#).
- Alternatively, you can email us at **discounts@electra.co.nz**. Please ensure you provide us with your ICP(s) and property address to help us assist you faster.
- As we are not sure of how many questions will come in, it may take us up to ten working days to investigate and respond, thanks for your patience.
- Or call our friendly Customer Experience team during business hours on **0800 353 2872**