

Line Charge Discounts – 2016

Frequently Asked Questions (FAQs)

Overview

Network Tasman (NTL) has credited line charge discounts onto consumers' power bills every year since 1994. We again are providing a discount to consumers in December 2016 along with the discount in August. Electricity retailers are obliged to pass the discount onto in full, on behalf of Network Tasman Limited.

Network Tasman Limited is owned by the Network Tasman Trust on behalf of consumers. Note that the discount on the power bill is separate from the Trust Cheque distribution which the Trust is posting to eligible consumers in December.

Customer Group	Basis of Discount Calculation	Discount Credited
Group 1 & 2 Consumers	Consumption units (kWh) metered x 0.82 c/kWh	December 2016
Group 3 Consumers	kWh and Anytime kVA line revenue	December 2016
Group 6 Consumers	A percentage of fixed line charge	December 2016

	Frequently Asked Questions	Network Tasman's Answer
1.	How do I know if I am eligible for the discount?	To be eligible you must have an active (ie not vacant), metered connection to Network Tasman's electricity distribution network as at midnight 18 November 2016 and you must be the electricity account holder responsible for paying the line charge for that connection. We reserve the right to offset a consumer's discount against any amount owing to Network Tasman.
2.	How will the discount be paid?	Network Tasman provides your discount to your electricity retailer (Contact, Meridian, TrustPower etc) who will credit the amount, in full, onto your power account in December 2016. The discount will be clearly identified on your power account with the words: <i>"NETWORK TASMAN DISCOUNT"</i> .
3.	Compared to previous years, is Network Tasman providing a similar overall discount payout?	The total discounts credited by Network Tasman in December 2016 will be \$3.5million (GST inclusive). This is approximately the same as the discounts credited in December 2014.
4.	How does Network Tasman determine my electricity use and discount?	Your electricity retailer supplies Network Tasman with the consumption data (kWh usage). We will use the consumption at your connection or the 12 months to 31 October 2016 as the basis for calculating your discount credit.
5.	How can I find out what my consumption level used for calculating my discount?	Your discount relates to the specific ICP number shown on your power account, typically near your address on your invoice, eg 0000045362NT38C. By going to the "Consumer discounts" section on NTL's website at www.networktasman.co.nz , and entering in your ICP number(s) you can

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		<p>view your discount and the consumption (kWh) used to calculate your discount. The new data will be made available during the first week December 2016.</p> <p>The website also enables you to view your discount information from prior years. If you do not have access to the internet, call Network Tasman on 0800 508 098 to obtain the details you require.</p>
6.	Is there a maximum or a minimum discount amount for any consumer?	There is no maximum or cap on the discount amount that an individual consumer may receive.
7.	I know I am eligible for a discount, but when will I receive it?	The discounts will start appearing as credits on consumer's power account from sometime in the last week of November 2016. The exact date will depend on your retailer's billing cycle.
8.	Can I have a cheque instead of a credit on my power account?	No, the discount is only applied as a credit on your power bill.
9.	What shall I do if the discount credit does not appear on my December power account and I think I am eligible?	Contact your electricity retailer or call Network Tasman on 0800 508 098.
10.	If I own multiple properties or have more than one connection to my property - will they each receive a discount?	You will receive a discount for each <i>separate eligible supply point (ICP)</i> ie, if you receive separate power bills for each connection (ICP) then you should also receive a discount for each of those ICP's.
11.	I am a landlord and currently have tenants in my property, but I haven't received the discount?	<p>The discount will always be credited to the person who has their name on the power account as at 18 November 2016 for the particular ICP concerned.</p> <p>Normally this will be the tenant of the property if they are the party responsible for paying the power bills.</p>
12.	If I have switched retailers during the year, will I still receive a discount?	Yes. It does not matter who your retailer is, or if you have changed retailers, because the discount comes from your local distributor, Network Tasman, and it must be passed on to you via your current retailer.
13.	I have recently moved into my current property, so do I get a discount based on the consumption (kWh) I have been billed since I have been here as well as at my previous address?	<p>NTL has no way of tracing persons shifting location addresses and so our discounts are based on a connection consumption history.. A discount may be based, in some part, on the kWh usage of whoever may have been at that connection prior to you moving in.</p> <p>If you have any concerns please call Network Tasman on 0800 508 098 and discuss your circumstances with us.</p>
14.	I have just recently sold my property in the Network Tasman area and have been staying with family until my new home is finished. I have been a Tasman consumer for several years and will be again shortly. I moved out prior to 19 November 2016, why do I not get a discount or a portion of the discount?	<p>To meet the eligibility criteria, you must have an active, metered connection (ICP) to our network and be responsible for paying a line charge at the cut-off date, which is 18 November 2016.</p> <p>We suggest you make apportionment arrangements for discounts in your purchase and sale agreement, the same way you would for rates, when you sell your property.</p>
15.	My discount is less than the amount I received in last year. Is this the same for everyone?	Because discounts are calculated on the consumption of each connection point, there will be noticeable variability between different consumers and levels will differ from year to year for a given consumer.
16.	Where do I go to find out more information about the discount?	You can call Network Tasman on 0800 508 098 or visit our website on www.networktasman.co.nz or email us at info@networktasman.co.nz .