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## Line Charge Discounts – November 2017

### Frequently Asked Questions (FAQs)

#### Overview

Network Tasman (NTL), as a consumer owned electricity distributor, has credited line charge discounts onto its consumers' power bills every year since 1994.

As it has in previous years, NTL is again providing discounts to its consumers in November/December 2017.

Under existing contractual arrangements, electricity retailers are obliged to credit the line charge discounts onto consumer power bills in full, on behalf of Network Tasman Limited.

Sales Discount Schedule for November / December 2017 Discount		
Customer Group	Basis of Discount Calculation	Discount Credited
Group 1 & 2 Consumers	YE October 2017 metered units (kWh) consumed x <b>0.82</b> c/kWh (GST incl)	November/December 2017
Group 3 Consumers	Calculated based on both kWh and Anytime kVA line revenue	November/December 2017
Group 6 Consumers	Calculated as percentage of fixed line charge	November/December 2017

	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, metered connection to Network Tasman's electricity distribution network as at midnight <b>15 November 2017</b> and you must be the account holder responsible for paying the line charge for that connection.  Your network connection (ICP) must be metered; no discounts are provided for unmetered ICP's such as phone boxes, temporary boxes, streetlights and electric fence connections.
2.	How will the discount be paid?	Network Tasman provides your discount to your electricity retailer who will credit the amount, in full, onto your power account in November 2017.  The discount will be clearly identified on your power account with the words:  " <i>NETWORK TASMAN LINE CHARGE DISCOUNT</i> ".
3.	As an eligible consumer, how much will my discount credited be?	Group 1 or 2 consumers will receive a discount of <b>0.82</b> cents (GST incl) per kWh of consumption.  The consumption used to calculate your discount is the total unit (kWh) consumption reported to Network Tasman by the electricity retailer at your connection (ICP) over the 12 months ending <b>31 October 2017</b> .

		For example if your connection has been billed for 8,000 kWh over the 12 month period, then your discount will be \$65.60 (GST inclusive). ie $8,000 \times \$0.0082$ .
	<b>Frequently Asked Questions</b>	<b>Network Tasman's Answer</b>
4.	Compared to previous years, is Network Tasman providing a similar overall discount payout?	The total discounts credited by Network Tasman in November/December 2017 will be over \$3.6 million (GST inclusive).  Network Tasman has increased the total discount payout in November 2017 compared to November 2016 by about \$60,000.
5.	How does Network Tasman determine my annual electricity consumption?	Your electricity retailer supplies Network Tasman with the consumption data (kWh usage) based on meter readings at your ICP for the 12 months to 31 October 2017.  This information is used as the basis for calculating your discount credit.
6.	How can I find out what is my annual consumption level used for calculating my discount?	Your consumption used in calculation of your discount relates to the specific <u>ICP number</u> shown on your power account eg 0000045362NT38C.  By going to the "Consumers / line charge discount" section on NTL's website at <a href="http://www.networktasman.co.nz">www.networktasman.co.nz</a> , and entering in your ICP number(s) you can view your discount and the consumption (kWh) data used to calculate your discount. The new 2017 data will be made available on or just after the 30th November 2017.  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.
7.	Is there a maximum or a minimum discount amount for any consumer?	There is no maximum or minimum on the discount amount that an individual consumer may receive.
8.	I know I am eligible for a discount, but when will I receive it?	The discounts will appear as a credit on your power account sometime between mid November and mid December 2017. The exact date will depend on when your account is scheduled for delivery from your retailer's monthly billing cycle.
9.	Can I have a cheque instead of a credit on my power account?	No, the discount is a credit applied against the line charge component of your power account and it is not a cash distribution.  Network Tasman does not pay discounts out by cheque.
10.	What shall I do if the discount credit does not appear on my November/December power account and I think I am eligible?	Contact your electricity retailer or call Network Tasman on 0800 508 098.
11.	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> for your property (or properties) provided you are the person responsible for the power bills at each connection point. ie, if you receive separate power billings for each connection (ICP) then you should also receive a separate discount for each of those ICP's.
12.	I am a landlord and currently have tenants in my property, but I haven't received the discount?	The discount will always be credited to the person who has their name on the power account as at 15 November 2017 for the particular ICP concerned. Normally this will be the tenant of the property if they are the party responsible for paying the monthly power bills.
13.	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 by your current retailer.

	<b>Frequently Asked Questions</b>	<b>Network Tasman's Answer</b>
14.	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?	The discount is based on the consumption of your connection/ICP to 31 October 2017, and credited to your account, assuming it is eligible on 15 November 2017. Consumers often move from one connection to another, and also change retailers. It is impractical to track previous addresses and retailers.
15.	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 10 November 2017, 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 this year is 15 November 2017.</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> <p>NTL has no way of tracing persons shifting locations and our discounts are determined on the basis of the existing billable connections (ICP's) at a point in time. However we suggest you call Network Tasman on 0800 508 098 to discuss your circumstances.</p>
16.	My discount is less than the amount I received in last year. Is this the same for everyone?	<p>Because discounts are calculated on the consumption / kWh used at the connection point reported to Network Tasman by retailers, there will be noticeable variability between different consumers and levels will differ from year to year for a given consumer.</p> <p>Network Tasman acknowledges that some consumers may receive a lower discount than in previous years; however other consumers will receive more. This is a direct consequence of using consumption based discounts however; overall, NTL has increased this discount by \$60,000 compared to last year.</p>
17.	Where do I go to find out more information about the discount?	<p>You can contact Network Tasman on:</p> <ul style="list-style-type: none"> <li>• Free Phone 0800 508 098</li> <li>• Visit our website at <a href="http://www.networktasman.co.nz">www.networktasman.co.nz</a> or</li> <li>• Email us at <a href="mailto:info@networktasman.co.nz">info@networktasman.co.nz</a>.</li> </ul>