

# networktasman

Your consumer-owned electricity distributor

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## Winter 2020 Discount

### Frequently Asked Questions (FAQs)

#### Overview

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

NTL's discount for Winter 2020 will be paid to consumer accounts on July 2020. An additional \$1M of discount is included, above what we originally budgeted, as relief to the effect of the Covid-19 virus on our consumers. The total Winter Discount amount will be a little under \$7M, and for 2020/2021 we are forecasting \$13.1m (including GST), up by about \$1M.

Network Tasman provides two discounts for each pricing year (ie, for the 12 months commencing 1 April). The first discount for the 2020/2021 pricing year will be provided in July 2020. The second discount for the 2020/2021 pricing year will be provided in April or May 2021.

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.

	Frequently Asked Questions	Network Tasman's Answer
1.	How do I know if I am eligible for the discount?	<p>To be eligible you must have an active, metered connection to Network Tasman's electricity distribution network as at midnight on Wednesday <b>24 June 2020</b>.</p> <p>To receive the discount, you must be the account holder responsible for paying the line charge for that connection.</p> <p>Your network connection (ICP) must be metered. No discounts are provided for unmetered ICPs such as phone boxes, temporary boxes, streetlights and electric fence connections.</p>
2.	How will the discount be paid?	<p>Network Tasman provides your discount to your electricity retailer who will credit the amount, in full.</p> <p>The discount should be clearly identified on your power account with the words (or similar):</p> <p><i>"NETWORK TASMAN LINE CHARGE DISCOUNT"</i>.</p>

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3.	As a consumer with an eligible connection, how much will my discount credit be?	<p>The amount of discount each consumer receives depends on two things: the price plan they are on and how much electricity they used between 1 September 2019 and 31 March 2020.</p> <p>Most consumers will receive a discount between \$30 and \$100. Those consumers who use a lot of electricity will be at the higher end of that range, those who use less electricity will be at the lower end of that range. Due to the Covid19 virus, Network Tasman is also crediting back to consumers the effect of our line charge price increase that was effective from 01 April 2020.</p>
5.	How does Network Tasman determine my annual electricity consumption?	<p>Your electricity retailer supplies Network Tasman with the consumption data (kWh usage) based on meter readings at your connection (ICP).</p> <p>This information is used as the basis for calculating your discount credit.</p>
6.	How can I find out my connection's consumption level used for calculating my discount?	<p>The consumption used in calculation of your discount relates to the specific <u>ICP number</u> shown on your power account eg 0000045362NT38C.</p> <p>By visiting our website and entering in your ICP number, you can view your discount and the consumption (kWh) data used to calculate it: <a href="http://www.networktasman.co.nz/discountcalculator">http://www.networktasman.co.nz/discountcalculator</a></p> <p>The new data for the second 2020/2021 discount will be made available on the website on or just after 26<sup>th</sup> June 2020.</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>
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?	This second discount will appear as a credit on your power account sometime between late-April and mid-May 2021. The exact date will depend on when your account is scheduled for delivery from your retailer's billing cycle.
9.	Can I have a cheque instead of a credit on my power account?	<p>No, the discount is a credit applied against the line charge component of your power account and it is not a cash distribution.</p> <p>Network Tasman does not pay discounts out by cheque.</p>
10.	What should I do if the discount credit does not appear on my April or May 2020 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 connections.
12.	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 the eligibility date for the particular connection concerned.</p> <p>Normally this will be the tenant of the property if they are responsible for paying the monthly power bills.</p>

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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.
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 will be based on the consumption of the connection that is in your name as at the cut-off date, and credited to your account, assuming it is eligible on the eligibility date. 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 the eligibility date, 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.</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 (ICPs) 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, as 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 we expect it would be higher due to our credit of the effect of the April 2020 price increase.</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>