

We're moving to retail billing in late 2021

From late next year The Lines Company (TLC) will no longer send bills directly to you.

Instead, you will receive one bill from your electricity retailer combining both lines and energy/power charges.

The move to retail billing follows a comprehensive review of options and customer feedback where a vast majority of people told us that they'd prefer to receive a single bill.

The change is expected to take place in late 2021. You don't need to do anything at this stage. We'll be working with your retailer to arrange everything and we'll get in contact with you should you need to do anything to help facilitate the change.

After the change is made, any Waitomo Energy Services Customer Trust (WESCT) TLC discounts and King Country Electric Power Trust (KCEPT) payments will be made to the retail account holder unless advised otherwise.

Over the coming months we will be working on our internal systems and alongside electricity retailers to ensure the change is as seamless as possible. Following the change, TLC customers will have access to TLC Time of Use lines data through a new web-based portal.

The move to retail billing is part of TLC's strong focus on improving customer experience and the service it offers, with several other initiatives underway that will ensure we continue to maximise our value to customers and the wider community.

We will continue to operate the network and TLC's core services provided to customers will not change. Customers will still see our crews working on and around the power lines keeping everyone connected, and you'll continue to contact us in the event of an outage.

Our team are here to help answer any questions you may have regarding the move to retail billing, please feel free to contact them on **0800 367 546** or via email **info@thelines.co.nz**.

We'll be in touch again as we get closer to the transition date.

Customer Team
The Lines Company



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