



Helping you adjust

Our new pricing
discount



We have a new way of pricing and charging.

Our bills are now simpler and more transparent *plus* we've put a discount in place to help you adjust.

How we can help

Many customers will be better off with our new pricing. But it's still a big change and will be an adjustment for some.

Because your new bill will be linked to how much energy you use, you may find that your line charges change, and may increase or decrease each month depending on your usage.

We want to give customers time to understand the new prices. So for the first 12 months (until 30 September 2019), we're offering a **New Pricing Transition Discount**.

Here's how it works

The **New Pricing Transition Discount** means that if your bill does increase, we will ensure that over the next 12 months, the total amount you pay **will not be more than 20% above your current charges** for the same period. If the total amount is higher, we will provide you with a discount to limit the increase to 20%.

Every three months we'll assess the total amount you have paid since 1 October 2018 and compare this with the monthly

charges you would have paid under Demand pricing (based on your August 2018 bill). If there has been an increase, and it is more than 20% we'll provide a discount on the next bill.

If you do qualify for the discount, we'll credit your bill following each assessment, which will show in your January, April, July and October 2019 bill.

A few rules

- The discount applies to almost everyone, except for very large commercial or industrial customers >150kVA.
- You will need to be an existing customer with the same connection point at 1 August 2018.
- If you move properties between 1 October 2018 and 30 September 2019, the new pricing discount will no longer apply.
- Any new connections added to the network will not be eligible for the new pricing discount.

Assessment Period

Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sept 2019	Oct 2019
			Discount Paid - if eligible**									
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Your total bills are added together each quarter. If they're more than 20 per cent higher than what you would have paid under our old pricing, we will discount the difference. **** If you're eligible for a New Pricing Transition Discount.**

Some questions

Can I take the discount as cash?

No, your discount can only be applied to your account. If you leave our network normal refund rules will apply.

If I know I am going to get a discount, should I pay my bill in full by the due date?

Yes. This means you will still get your 10% prompt payment discount. Our normal credit policies will still apply.

Can I still pay the same amount each month?

We recommend signing up to Smoothpay. Smoothpay smooths the highs and lows of your bill. You pay the same amount each week, fortnight or month – whatever suits. Look out for more information on SmoothPay coming soon.

What will you be comparing?

The New Pricing Transition Discount will be shown clearly on your bill. We will compare total charges under old and new pricing for every connection.

How will I know how much my discount is?

The New Pricing Transition Discount will be shown clearly on your bill. If you receive a discount, it will appear in January, April, July and October 2019 bills.

To find out more: Visit thelinescompany.co.nz
Email us info@thelines.co.nz
Call us 0800 367 546