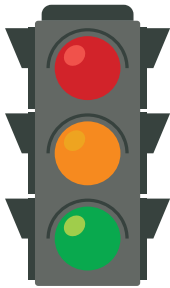


Our pricing system has changed.

If you're a landlord, here's what you need to know to help you and your tenants.

Our pricing

From 1 October 2018 if you have a new meter, your bill will vary depending on how much electricity you use and when you use it. If you do not have a new meter, your bill will still be based on the amount of electricity that you use, but the price will stay the same throughout the entire day.



7am – 9.30am

5.30pm – 8pm

Be careful. It's rush hour. The network is busy and prices are at peak.

9.30am – 5.30pm

8.00pm – 11pm

Amber. Cruise control, prices are steady.

11pm – 7am

Go! Night shift. The network is light and prices are at their lowest.

Moving in and out

When someone moves they'll often let their electricity retailer know – but forget to tell The Lines Company. Each time a tenant moves in or out please let us know so we can update the account details. This also applies if the property is vacant.

You can do this via our website, by emailing us or give us a call.

Meter Reads

Our new pricing is based on how much you use and is billed after you use it. This means meter reads are really important.

If you and/or your tenant read your meter each time someone moves in and out, your tenants will only ever pay for what they have used and not pass a bill onto the next customer.

Find out how to read your meter from our website.

Smoothing your bill

Some landlords incorporate our charges into their tenants' rent. If you do this, and would like to continue paying a flat price we recommend SmoothPay. SmoothPay smooths out the highs and lows of a bill over a year. For more information on SmoothPay visit our website.

Landlord Rebate Policy

This policy no longer applies and is no longer available.

Vacant properties

We often get asked why customers are charged for an empty property. It is because to remain connected to the network, we still need to maintain and service the poles and wires that connect your property. There is a cost involved in providing that service.

Load Control

Your tenant may ask you about load control. We use load control to manage the network during busy periods. If customers have their hot water heating connected to load control it means they are eligible for the lower peak price. This reduces their bills.

As a property owner it is up to you to connect hot water heating to load control. To arrange this you need to speak to us and an electrician is required.

For more information on load control give us a call or visit our website.