

Schedule of Prices: 1 April 2018

HANGATIKI

WHAKAMARU

OHAKUNE

ONGARUE

NATIONAL PARK

TOKAANU



Explanation of price changes

The 2018 price changes represent the balancing required to ensure affordability to our customers and provide an adequate return to the company. We continue to fund our renewal programme with a focus on network safety.

The Lines Company Limited Schedule of Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Disclosure Determination 2012

Notes to help you read this schedule

- **Customer Group:** A group of customers sharing the same network assets and costs.
- The forecast **number of ICPs as at 1 April 2018** is an indication of how many customers are in the same customer group, same pricing plan or paying for the same dedicated asset.
- **Delivery Prices** refer to both distribution and transmission prices.
- **Prompt Payment Discount (ppd)** is **10%** of the total invoice if the total account is paid in full by the due date (where applicable).
- **kVA** and **kW** are the quantities used in distribution and transmission charges. For more information on how these quantities are calculated please refer to the 2018 Pricing Policy. This is available on the TLC website and in hard copy from the Te Kuiti office.
- **Pricing Plans**
 - **Low Fixed Charge Pricing Plan** is only available to customers currently in their **primary place of residence** (home) with a kW load less than 2.65kW.
 - **Standard User Pricing Plan** is available to all customers.
 - **Major User Pricing Plan** is available to customers with a required capacity greater than 100 kVA and with a meter capable of recording half-hour data. Customers on the Major User Plan are charged a **billing charge**. Refer to **Common Prices**.
- **Common Prices, Fees and Charges** are the same across all customer groups and attributable to the goods or service provided.
- **Streetlight Prices** vary according to whether the circuit is dedicated, metered or not metered.

Please refer to the 2018 Pricing Policy – available on our website or by calling us: 0800 367 546

The Lines Company Limited

Delivery Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Customer Group	Forecast number of ICPs as at 1 April 2018	Distribution Prices									Transmission Prices											
		Fixed						Variable			Variable											
HANGATIKI		Network			Low Fixed Charge			kW Load			Transmission			Connection Charge			Individual Peak Demand			Co-incidental Demand		
		previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd
Low Fixed Charge Pricing Plan					\$/month			\$/kW/month			\$/kW/month											
High Density/Low Voltage	1,957				5.07	5.07	4.56	25.71	26.40	23.76	6.40	6.86	6.17									
Low Density/Low Voltage	265				5.07	5.07	4.56	33.33	34.21	30.79	6.40	6.86	6.17									
High Density/High Voltage	327				5.07	5.07	4.56	21.31	21.89	19.70	6.40	6.86	6.17									
Low Density/High Voltage	394				5.07	5.07	4.56	25.01	25.68	23.11	6.40	6.86	6.17									
Standard User Pricing Plan		\$/kVA/month						\$/kW/month			\$/kW/month											
High Density/Low Voltage	2,858	4.37	4.48	4.03				19.38	19.86	17.87	6.40	6.86	6.17									
Low Density/Low Voltage	812	8.41	8.62	7.76				19.38	19.86	17.87	6.40	6.86	6.17									
High Density/High Voltage	1,095	2.04	2.09	1.88				19.38	19.86	17.87	6.40	6.86	6.17									
Low Density/High Voltage	1,265	4.00	4.10	3.69				19.38	19.86	17.87	6.40	6.86	6.17									
Major User Pricing Plan		\$/kVA/annum												\$/kVA/annum			\$/kVA/annum			\$/kVA/annum		
400 V		125.87	129.02	116.12										2.73	6.93	6.24	74.07	75.38	67.84			
11 kV		119.28	122.26	110.03										2.73	6.93	6.24	74.07	75.38	67.84			
33 kV	19	72.37	74.18	66.76										2.73	6.93	6.24	74.07	75.38	67.84			
Stepped		89.47	91.71	82.54										2.73	6.93	6.24	74.07	75.38	67.84			
Co-incidental demand																				145.01	126.41	113.77

The Lines Company Limited

Delivery Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Customer Group	Forecast number of ICPs as at 1 April 2018	Distribution Prices									Transmission Prices											
		Fixed						Variable			Variable											
WHAKAMARU		Network			Low Fixed Charge			kW load			Transmission			Connection Charge			Individual Peak Demand			Co-incident Demand		
		previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd
Low Fixed Charge Pricing Plan					\$/month			\$/kW/month			\$/kW/month											
High Density/Low Voltage	296				5.07	5.07	4.56	32.26	33.12	29.81	1.05	0.70	0.63									
Low Density/Low Voltage	93				5.07	5.07	4.56	38.65	39.66	35.69	1.05	0.70	0.63									
High Density/High Voltage	23				5.07	5.07	4.56	27.86	28.61	25.75	1.05	0.70	0.63									
Low Density/High Voltage	230				5.07	5.07	4.56	30.99	31.82	28.64	1.05	0.70	0.63									
Standard User Pricing Plan		\$/kVA/month						\$/kW/month			\$/kW/month											
High Density/Low Voltage	546	4.37	4.48	4.03				25.93	26.58	23.92	1.05	0.70	0.63									
Low Density/Low Voltage	334	7.76	7.95	7.16				25.93	26.58	23.92	1.05	0.70	0.63									
High Density/High Voltage	64	2.04	2.09	1.88				25.93	26.58	23.92	1.05	0.70	0.63									
Low Density/High Voltage	940	3.70	3.79	3.41				25.93	26.58	23.92	1.05	0.70	0.63									
Major User Pricing Plan		\$/kVA/annum												\$/kVA/annum			\$/kVA/annum			\$/kVA/annum		
400 V		125.87	129.02	116.12													12.61	8.36	7.52			
11 kV		225.77	231.41	208.27													12.61	8.36	7.52			
33 kV	1	72.37	74.18	66.76													12.61	8.36	7.52			
Stepped		89.47	91.71	82.54													12.61	8.36	7.52			
Co-incident demand																				145.01	126.41	113.77

The Lines Company Limited

Delivery Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Customer Group	Forecast number of ICPs as at 1 April 2018	Distribution Prices									Transmission Prices											
		Fixed						Variable			Variable											
OHAKUNE		Network			Low Fixed Charge			kW load			Transmission			Connection Charge			Individual Peak Demand			Co-incident Demand		
		previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd
Low Fixed Charge Pricing Plan					\$/month			\$/kW/month			\$/kW/month											
High Density/Low Voltage	346				5.07	5.07	4.56	22.24	22.85	20.57	7.46	7.19	6.47									
Low Density/Low Voltage	0				5.07	5.07	4.56	26.22	26.92	24.23	7.46	7.19	6.47									
High Density/High Voltage	46				5.07	5.07	4.56	17.82	18.32	16.49	7.46	7.19	6.47									
Low Density/High Voltage	0				5.07	5.07	4.56	19.77	20.32	18.29	7.46	7.19	6.47									
Standard User Pricing Plan		\$/kVA/month						\$/kW/month			\$/kW/month											
High Density/Low Voltage	1,424	4.39	4.50	4.05				15.87	16.27	14.64	7.46	7.19	6.47									
Low Density/Low Voltage	0	6.50	6.66	5.99				15.87	16.27	14.64	7.46	7.19	6.47									
High Density/High Voltage	170	2.05	2.10	1.89				15.87	16.27	14.64	7.46	7.19	6.47									
Low Density/High Voltage	0	3.08	3.16	2.84				15.87	16.27	14.64	7.46	7.19	6.47									
Major User Pricing Plan		\$/kVA/annum												\$/kVA/annum			\$/kVA/annum			\$/kVA/annum		
400 V		125.87	129.02	116.12										21.47	19.32	17.39	68.06	67.01	60.31			
11 kV		130.51	133.77	120.39										21.47	19.32	17.39	68.06	67.01	60.31			
33 kV	1	72.37	74.18	66.76										21.47	19.32	17.39	68.06	67.01	60.31			
Stepped		89.47	91.71	82.54										21.47	19.32	17.39	68.06	67.01	60.31			
Co-incident demand																				145.01	126.41	113.77

The Lines Company Limited

Delivery Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Customer Group	Forecast number of ICPs as at 1 April 2018	Distribution Prices									Transmission Prices											
		Fixed						Variable			Variable											
ONGARUE		Network			Low Fixed Charge			kW load			Transmission			Connection Charge			Individual Peak Demand			Co-incidental Demand		
		previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd
Low Fixed Charge Pricing Plan					\$/month			\$/kW/month			\$/kW/month											
High Density/Low Voltage	1,217				5.07	5.07	4.56	26.71	27.43	24.69	8.94	9.31	8.38									
Low Density/Low Voltage	234				5.07	5.07	4.56	34.37	35.28	31.75	8.94	9.31	8.38									
High Density/High Voltage	145				5.07	5.07	4.56	22.30	22.91	20.62	8.94	9.31	8.38									
Low Density/High Voltage	199				5.07	5.07	4.56	26.00	26.70	24.03	8.94	9.31	8.38									
Standard User Pricing Plan		\$/kVA/month						\$/kW/month			\$/kW/month											
High Density/Low Voltage	1,534	4.40	4.51	4.06				20.33	20.84	18.76	8.94	9.31	8.38									
Low Density/Low Voltage	353	8.46	8.67	7.80				20.33	20.84	18.76	8.94	9.31	8.38									
High Density/High Voltage	336	2.06	2.11	1.90				20.33	20.84	18.76	8.94	9.31	8.38									
Low Density/High Voltage	554	4.02	4.12	3.71				20.33	20.84	18.76	8.94	9.31	8.38									
Major User Pricing Plan		\$/kVA/annum												\$/kVA/annum			\$/kVA/annum			\$/kVA/annum		
400 V		125.87	129.02	116.12										25.78	25.42	22.88	81.44	86.37	77.73			
11 kV		135.23	138.61	124.75										25.78	25.42	22.88	81.44	86.37	77.73			
33 kV	1	72.37	74.18	66.76										25.78	25.42	22.88	81.44	86.37	77.73			
Stepped		89.47	91.71	82.54										25.78	25.42	22.88	81.44	86.37	77.73			
Co-incidental demand																				145.01	126.41	113.77

The Lines Company Limited

Delivery Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Customer Group	Forecast number of ICPs as at 1 April 2018	Distribution Prices									Transmission Prices											
		Fixed						Variable			Variable											
NATIONAL PARK		Network			Low Fixed Charge			kW load			Transmission			Connection Charge			Individual Peak Demand			Co-incident Demand		
		previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd
Low Fixed Charge Pricing Plan					\$/month			\$/kW/month			\$/kW/month											
High Density/Low Voltage	89				5.07	5.07	4.56	28.12	28.86	25.97	11.32	12.23	11.01									
Low Density/Low Voltage	36				5.07	5.07	4.56	32.89	33.75	30.38	11.32	12.23	11.01									
High Density/High Voltage	18				5.07	5.07	4.56	22.85	23.47	21.12	11.32	12.23	11.01									
Low Density/High Voltage	36				5.07	5.07	4.56	25.17	25.85	23.27	11.32	12.23	11.01									
Standard User Pricing Plan		\$/kVA/month						\$/kW/month			\$/kW/month											
High Density/Low Voltage	302	5.26	5.39	4.85				20.11	20.61	18.55	11.32	12.23	11.01									
Low Density/Low Voltage	149	7.79	7.98	7.18				20.11	20.61	18.55	11.32	12.23	11.01									
High Density/High Voltage	55	2.47	2.53	2.28				20.11	20.61	18.55	11.32	12.23	11.01									
Low Density/High Voltage	117	3.70	3.79	3.41				20.11	20.61	18.55	11.32	12.23	11.01									
Major User Pricing Plan		\$/kVA/annum												\$/kVA/annum			\$/kVA/annum			\$/kVA/annum		
400 V		125.87	129.02	116.12										47.96	45.48	40.93	87.82	101.31	91.18			
11 kV		173.55	177.89	160.1										47.96	45.48	40.93	87.82	101.31	91.18			
33 kV	2	72.37	74.18	66.76										47.96	45.48	40.93	87.82	101.31	91.18			
Stepped		89.47	91.71	82.54										47.96	45.48	40.93	87.82	101.31	91.18			
Co-incident demand																				145.01	126.41	113.77

The Lines Company Limited

Delivery Prices

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Customer Group	Forecast number of ICPs as at 1 April 2018	Distribution Prices									Transmission Prices											
		Fixed						Variable			Variable											
TOKAANU		Network			Low Fixed Charge			kW load			Transmission			Connection Charge			Individual Peak Demand			Co-incident Demand		
		previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd	previous	current	after ppd
Low Fixed Charge Pricing Plan					\$/month			\$/kW/month			\$/kW/month											
High Density/Low Voltage	1,219				5.07	5.07	4.56	24.86	25.53	22.98	6.06	5.73	5.15									
Low Density/Low Voltage	8				5.07	5.07	4.56	32.52	33.37	30.03	6.06	5.73	5.15									
High Density/High Voltage	18				5.07	5.07	4.56	20.46	21.02	18.92	6.06	5.73	5.15									
Low Density/High Voltage	15				5.07	5.07	4.56	24.16	24.81	22.33	6.06	5.73	5.15									
Standard User Pricing Plan		\$/kVA/month						\$/kW/month			\$/kW/month											
High Density/Low Voltage	3,307	4.39	4.50	4.05				18.49	18.95	17.06	6.06	5.73	5.15									
Low Density/Low Voltage	35	8.45	8.66	7.79				18.49	18.95	17.06	6.06	5.73	5.15									
High Density/High Voltage	112	2.06	2.11	1.90				18.49	18.95	17.06	6.06	5.73	5.15									
Low Density/High Voltage	89	4.02	4.12	3.71				18.49	18.95	17.06	6.06	5.73	5.15									
Major User Pricing Plan		\$/kVA/annum												\$/kVA/annum			\$/kVA/annum			\$/kVA/annum		
400 V		125.87	129.02	116.12										10.65	6.97	6.27	62.10	61.77	55.59			
11 kV		130.64	133.91	120.52										10.65	6.97	6.27	62.10	61.77	55.59			
33 kV	6	72.37	74.18	66.76										10.65	6.97	6.27	62.10	61.77	55.59			
Stepped		89.47	91.71	82.54										10.65	6.97	6.27	62.10	61.77	55.59			
Co-incident demand																				145.01	126.41	113.77

The Lines Company Limited

Common Prices, Fees and Charges

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Dedicated Transformer					Dedicated Lines				
Dedicated Transformer					Lines where The Lines Company has responsibility for maintenance - not including those identified in Other Asset Charges.				
Billing Code	Forecast number of ICPs as at 1 April 2018	Monthly Price			Line Type	Forecast number of ICPs as at 1 April 2018	Monthly Price		
		previous	current	after ppd			previous	current	after ppd
		\$/unit					\$/metre		
T5	2,625	27.14	27.82	25.04	11kV 3 phase Overhead (>50mm<150mm)	2	0.65	0.67	0.60
T10	1,165	45.04	46.17	41.55	11kV 3 phase Overhead (>50mm)		0.55	0.56	0.50
T15	1,832	61.70	63.24	56.92	11kV Single phase		0.47	0.48	0.43
T30	232	81.72	83.76	75.38	11kV Single phase SWER*		0.42	0.43	0.39
T50	195	90.56	92.82	83.54	400V 4 wire system		0.76	0.78	0.70
T75	114	110.49	113.25	101.93	400V 2&3 wire system		0.62	0.64	0.58
T100	52	123.49	126.58	113.92	400V underbuilt 4 wire		0.40	0.41	0.37
T200	26	212.81	218.13	196.32	400V underbuilt 2&3 wire		0.36	0.37	0.33
T300	10	256.85	263.27	236.94	11kV Cables (>50mm<240mm)		1.72	1.76	1.58
T500	17	300.73	308.25	277.43	11kV Cables (>50mm)		1.42	1.46	1.31
T750	7	361.01	370.04	333.04	400V 3&4 wire heavy (>240mm)		1.33	1.36	1.22
T1000	2	407.02	417.20	375.48	400V 3&4 wire medium (<240mm)		1.11	1.14	1.03
T1250	0	430.02	440.77	396.69	400V 2&3 wire light		0.65	0.67	0.60
T1500	0	484.11	496.21	446.59	* SWER - single wire earth return				

The Lines Company Limited

Common Prices, Fees and Charges

Effective 1 April 2018 (excl. GST)

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

Billing Charge					Metering and Relay					Streetlight Charges																												
Major Users	Forecast number of ICPs as at 1 April 2018	Monthly Price			Charge Type	Forecast number of ICPs as at 1 April 2018	Monthly Price			Forecast number of ICPs as at 1 April 2018	6																											
		previous	current	after ppd			previous	current	after ppd	<p>The charges for streetlights comprise -</p> <ol style="list-style-type: none"> 1. For those on a dedicated streetlight circuit - <ol style="list-style-type: none"> a. An asset charge based on the value of the streetlight circuit as per the dedicated line charge, plus b. the charges applicable to half-hour customers. 2. For other lights, the charges applicable to non half-hour customers. 3. For streetlights mounted on power poles forming part of The Lines Company network, an additional charge of \$5.03 (after ppd: \$4.53) (previously \$4.91) per month per pole. 4. The standard load shifting, meter and relay charges where those services are supplied. 																												
		\$					\$																															
Billing Charge	33	154.35	158.21	142.39	Relay charge	17,514	1.79	1.83	1.65	<table border="1" style="width: 100%; border-collapse: collapse; margin-top: 20px;"> <thead> <tr style="background-color: #d9ead3;"> <th colspan="4" style="text-align: center;">Load shifting charge/plant operation</th> </tr> </thead> <tbody> <tr> <td rowspan="3" style="width: 15%;">Forecast number of ICPs as at 1 April 2018</td> <td colspan="3" style="text-align: center;">Monthly Price</td> </tr> <tr> <td style="width: 5%;">previous</td> <td style="width: 5%;">current</td> <td style="width: 5%;">after ppd</td> </tr> <tr> <td colspan="3" style="text-align: center;">\$</td> </tr> <tr> <td>10</td> <td>2.73</td> <td>2.80</td> <td>2.52</td> </tr> </tbody> </table>				Load shifting charge/plant operation				Forecast number of ICPs as at 1 April 2018	Monthly Price			previous	current	after ppd	\$			10	2.73	2.80	2.52							
Load shifting charge/plant operation																																						
Forecast number of ICPs as at 1 April 2018	Monthly Price																																					
	previous	current	after ppd																																			
	\$																																					
10	2.73	2.80	2.52																																			
Meter charge (per meter or dial)					<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 15%;">Single phase</td> <td rowspan="6" style="width: 5%;">23,591</td> <td style="width: 5%;">5.65</td> <td style="width: 5%;">5.79</td> <td style="width: 5%;">5.21</td> </tr> <tr> <td>Three phase</td> <td>8.73</td> <td>8.95</td> <td>8.06</td> </tr> <tr> <td>Single phase 2 rate</td> <td>10.18</td> <td>10.43</td> <td>9.39</td> </tr> <tr> <td>Three phase 2 rate</td> <td>13.56</td> <td>13.90</td> <td>12.51</td> </tr> <tr> <td>Multiple single phase mixed rate</td> <td>6.78</td> <td>6.95</td> <td>6.26</td> </tr> <tr> <td>Three phase 2 rate CT Max Demand</td> <td>11.35</td> <td>11.63</td> <td>10.47</td> </tr> </tbody> </table>									Single phase	23,591	5.65	5.79	5.21	Three phase	8.73	8.95	8.06	Single phase 2 rate	10.18	10.43	9.39	Three phase 2 rate	13.56	13.90	12.51	Multiple single phase mixed rate	6.78	6.95	6.26	Three phase 2 rate CT Max Demand	11.35	11.63	10.47
Single phase	23,591	5.65	5.79	5.21																																		
Three phase		8.73	8.95	8.06																																		
Single phase 2 rate		10.18	10.43	9.39																																		
Three phase 2 rate		13.56	13.90	12.51																																		
Multiple single phase mixed rate		6.78	6.95	6.26																																		
Three phase 2 rate CT Max Demand		11.35	11.63	10.47																																		
					Remote Register		3.57	3.66	3.29																													
					Current Transformer 400V (CT)	226	24.06	24.66	22.19																													

The Lines Company Limited

De-Energisation and Re-Energisation Schedule

Effective 1 April 2018 (excl. GST)

Travel and Cost incurred. Prompt payment discount not applicable.

Pursuant to requirements of the Electricity Distribution Information Disclosure Determination 2012

The Lines Company has depots at the following towns: Te Kuiti, Taumarunui, Turangi and Ohakune. The following measurements are from these depots. Otorohanga is included in Urban A.		Urban A	Rural B	Remote C	Special D
		Inside 50km/h zone	Up to 25kms from depot	Over 25kms from depot	Door Knock Request
		\$	\$	\$	\$/request
1	Early-Next Day:				\$60.00**
	Job request by 2:00 pm and executed next working day by 4:30 pm.	46.58	58.22	174.66	
	Previous Charges	46.58	58.22	174.66	
2	Late-Next Day:				**Additional charge if no contact is made by customer prior to 2 working days before de-energisation. Further charges of \$15 per 10 minute blocks apply if staff member is onsite and required to wait whilst customer contacts The Lines Company or Energy Retailer for extension of payment.
	Job request after 2:00 pm executed next working day by 4:30 pm.	52.40	64.05	203.77	
	Previous Charges	52.40	64.05	203.77	
3	Same Day:				
	Job request for same working day before 3:00 pm and executed that day.	69.86	81.51	261.99	
	Previous Charges	69.86	81.51	261.99	
4	After Hours:				
	Re-energisation request only. From 3:00 pm onwards on any given weekday, weekend or public holiday before 10:00 pm.	116.44	174.66	349.31	
	Previous Charges	116.44	174.66	349.31	
5	After Hours:				
	Re-energisation request only. After 10:00 pm on any given day including public holidays.	232.88	291.09	523.97	
	Previous Charges	232.88	291.09	523.97	
7	Cancellation Fee:				
	Applies if request 1(a,b,c) is cancelled between 2:00 - 4:00 pm on day prior to scheduled action. If cancellation after 4:00 pm then full charge applies.	36.23	47.87	164.31	
	Previous Charges	36.23	47.87	164.31	

Please refer to our standard terms of service for information concerning the contractual conditions that should be met prior to either de-energisation or re-energisation

The Lines Company Limited Service Fees

Effective 1 April 2018 (excl. GST). Prompt payment discount not applicable.

Credit Card Surcharge

Payment by credit card may incur a minimum fee of \$2.30 or 1% for GST inclusive payments of \$500.00 or more.

Service	Fee
Account reconciliation/investigation	From \$75 per hour*
Providing duplicate statements	\$5 per statement
Refund requests for over-paid accounts	One free refund per financial year (1 April-31 March), with a \$20 refund charge for additional refunds
Manual Processing of single payments made for multiple accounts**	From \$60 an hour
Manual processing of payments without customer number	From \$60 an hour
Action taken to identify dishonoured payments and refer to Credit Control	\$10
Cost of Information	From \$75 per hour*

*Hourly rates quoted are calculated in 10 minute intervals after the first hour.

**Principally applies to business and farming customers who have multiple accounts rather than amalgamation into a single account.

Reasonable action will be taken to help customers who repeatedly need the above services to change their practices so this is no longer the case.

Please refer to our standard terms of service, obtainable by calling 0800 367 546 or visiting our website: www.thelinescompany.co.nz