

27 March 2020

<<customer name>>

Customer number: <<customer number>>

<<address1>>

<<address2>>

Dear Customer

### **We're wiping residential variable prices for the month of April**

This is a challenging and uncertain time for the whole of New Zealand. To recognise this, we want to do our bit for our customers and provide some special pricing relief in April.

For the month of April 2020, we're wiping variable prices for all residential customers on our standard and low fixed charge pricing plans.

This means you won't pay any peak, shoulder, off-peak or anytime prices for a whole month. By wiping these charges, you have certainty about your bill during a time of uncertainty and have one less thing to worry about.

You'll only need to pay your daily fixed charge and metering fee. Please note: this change won't affect the bill you receive from your electricity retailer.

You'll find an updated pricing table over the page. You can also find more information about this and other changes we're making in light of COVID-19 on our website and Facebook page.

#### **Your residential variable prices for April 2020**

Description	Units	Prices from 1 April to 30 April 2020
Peak	\$ per kWh	0.0000
Shoulder	\$ per kWh	0.0000
Off-peak	\$ per kWh	0.0000
Anytime	\$ per kWh	0.0000

I hope this helps in some small way and that you all stay safe.

Nga mihi



Sean Horgan  
Chief Executive