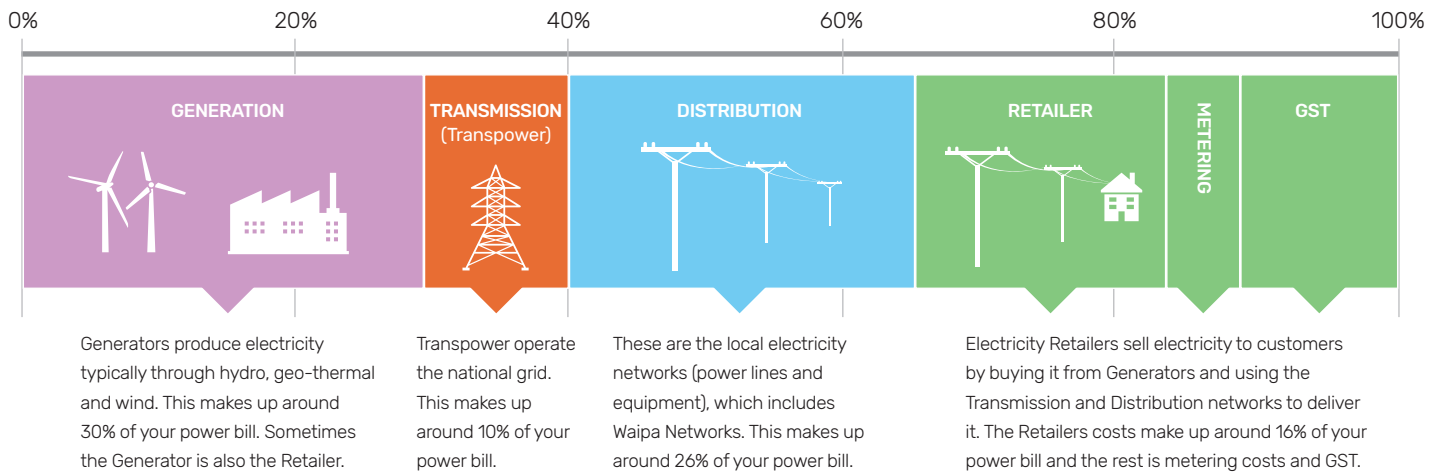


Pricing Guide

What does your Power Bill pay for?



Information sourced from the Electricity Authority website.

Waipa Networks & your power bill

What are delivery prices?

They're the prices we charge your Electricity Retailer to deliver the electricity to your property using our Distribution Network. They consist of a Fixed Daily Price and also prices for the amount of electricity you use, dependent on your Price Plan (refer to Page 2). Some larger non-Residential customers also pay a 'demand' price. Our delivery prices include the Transmission cost.

Do I see your delivery prices on my power bill?

Some electricity retailers might show these on the power bill as 'Network prices' or similar, but most choose to only show a single set of prices which includes the Generation, Transmission, Distribution and Retail pricing all in one. You can always check Waipa Networks prices by visiting our website.

What about the Waipa Networks customer discount?

Some Trust-owned Distributors like Waipa Networks give discounts to electricity customers in the form of credits on their power bills. Waipa Networks currently applies these every 6 months and calculates them based on delivery revenue received from each ICP (customer connection) over a 12 month period. For more information about how discounts are calculated visit our website for our customer discounts FAQ and Discount Methodology.

Customer Groups

Waipa Networks has 7 customer groups – 2 Residential and 5 non-Residential:

Residential

This is for connections where the main use of the property is Residential as confirmed by your Electricity Retailer. Around 75% of our connections are in this group.*

Residential Advanced

This is for Residential connections that have advanced metering installed and the Advanced Uncontrolled price plan applies.

General

This is for non-Residential connections other than those higher-demand connections on our capacity contract plans. Around 19% of our connections are in this group.*

General Advanced

As above, but these have advanced metering installed and the Advanced Uncontrolled price plan applies.

Unmetered

A smaller number of connections (such as communications cabinets) that have constant load and use very little power. These pay a fixed daily price only.

400V Capacity Contract

Connections with a maximum demand of 70kVA or higher are on this plan where their pricing is based the units used and the demand. These tend to be larger non-Residential users.


11kV Capacity Contract

As above, but 11kV metering is installed. These are for the really large non-Residential users.

*The Residential and General customer groups were closed on 1 April 2017 meaning no existing customer connections may change to these groups nor any new connections select them. The closure of these Groups is part of our transition to 'Time of Use' pricing for all customer connections over the next few years. You can see details of our Pricing Roadmap on our website.



These are a summary of the residential price plans applied to customer connections which determine the prices we charge Electricity Retailers.

| Plan | Description |
|---|--|
| Residential Price Plans | |
| All Inclusive | A fixed daily price plus a single price per unit of power used. A Waipa Networks ripple relay is installed which allows some of the load (mainly water heating) to be switched off to help manage demand on the Network. |
| Uncontrolled | A fixed daily price plus a single price per unit of power used. |
| Uncontrolled + Controlled | Uncontrolled, plus a separately metered supply with a separate price per unit of power used. A Waipa Networks ripple relay is installed which allows some of the load (mainly water heating) to be switched off to help manage demand on the Network. |
| Uncontrolled + Night Only | Uncontrolled, plus a separately metered supply available only between 11pm & 7am with a separate price per unit of power used. |
| Residential Advanced Price Plans | |
|  | |
| Advanced Uncontrolled | A fixed daily price, plus prices per unit of power used dependent on the time of day power is used. The three time periods are Peak (7am – 10am & 4pm–9pm), Off Peak (11pm–7am) and Shoulder (10am – 4pm & 9pm–11pm). |
| Advanced Uncontrolled + Controlled | Advanced Uncontrolled, plus a separately metered supply with a separate price per unit of power used. A Waipa Networks ripple relay is installed which allows some of the load (mainly water heating) to be switched off to help manage demand on the Network. |
| Advanced Uncontrolled + Night Only | Advanced Uncontrolled, plus a separately metered supply available only between 11pm & 7am with a separate price per unit of power used. |

For General, General Advanced and other non-Residential Price Plans visit our website for more information. Our website also has information about plans for Distributed Generation and Builders Temporary supplies.

WWW.WAIPANETWORKS.CO.NZ



The world of electricity supply is changing, with new ways electricity is priced through to new technologies such as Advanced Meters (a.k.a. Smart Meters), solar generation, battery storage, and electric vehicles. We've brought all these new technologies together under our brand 'Energy Advanced'. As an electricity customer, if you want to know about this new technology or electricity pricing you will have an information source that brings it all together with a distinctive Waipa flavour.

In terms of electricity pricing, the Residential Advanced (shown in yellow above) and General Advanced customer groups are a key part of Energy Advanced. Remember, these price plans are what we charge your Electricity Retailer so if you are interested make sure you talk to your Retailer first. Some Retailers offer their customers Advanced Pricing plans but others don't, or won't for a little while until their billing systems are ready to do so.

If you would like to see a list of Retailers that offer this type of plan, visit our website and check out the Pricing section of Energy Advanced.

Complaints

Utilities Disputes Ltd is a free and independent complaints resolution service available to electricity customers and land owner/land occupiers. If you have a complaint, Waipa Networks will do our best to sort it for you using our free complaints resolution process. If we can't sort it out to your satisfaction, you can contact Utilities Disputes for help.

You can visit their website at www.utilitiesdisputes.co.nz or call them on 0800 22 33 40

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