

# Price Discount 2026

## frequently asked questions



### What is the Electra Price Discount?

- Electra is a consumer trust owned business, which means it's owned on behalf of everyone connected to our network. If you have an active electricity account on the Electra network, you're automatically a consumer.
- All properties with a connected ICP in our area — from Paekākāriki up to Foxton and Tokomaru — are beneficiaries of the Electra Trust and receive a Price Discount each year.
- Every year, Electra shares a portion of its profits with all active consumers. Since 1993, more than \$240 million has been returned to local households and businesses through this annual discount.

### Why am I receiving a Price Discount?

- If you had an active electricity account with a retailer on 31 January 2026, you qualify for the Electra Price Discount.
- It's based on whether your property was connected to the Electra network at midnight on 31 January 2026.

Here's what that means:

- If your property was connected at that time, you're eligible for the Price Discount.
- If it wasn't connected, you won't be eligible this year.

### How is the Price Discount calculated?

Your Price Discount is linked to the property you occupied and was connected to the Electra network on 31 January 2026.

The discount has two parts:

- A daily amount - you receive \$0.1370 per day for each day the property was connected to the Electra network (up to \$50 for a full year). It is based on the property, not how long you have personally lived there. If the property was connected for the full year, the full daily discount applies.
- An electricity usage amount - you also receive \$0.0073 for every kilowatt hour (kWh) of electricity consumed or used at the property during the period between 1 February 2025 and 31 January 2026.

Your electricity retailer (or retailers) provides this information to Electra.

*Please note:* Electra pays the Price Discount in line with its approved budget. A small final adjustment may be made to ensure the total payment aligns with budget of \$6.32 million inclusive of GST. Therefore, a final adjustment may be made to ensure the payment aligns

## **How is the Price Discount applied**

- Electra sends the value of your Price Discount to your electricity retailer, and they'll add it as a credit on your power bill. Most customers will see it as a credit on their February or March bill, but depending on your billing cycle, it may appear on a later month.

## **What's the difference between a credit and a cash payment?**

- The Electra Price Discount is a credit to your electricity account, not a cash payment. It cannot be credited to a bank account.
- It can only be applied to your electricity account

## **New customers to the area during the year?**

- Your Electra Price Discount is calculated based on the time the property was connected to the Electra network and its total energy consumption between the 1 February 2025 to 31 January 2026, not how long you have been at the property.
- If you moved into the property from outside the Electra network area during the year, you will receive the full value of the discount applicable for that property.

## **What if I have moved property during the year?**

- Your Electra Price Discount is calculated based on the time the property was connected to the Electra network and its total energy consumption between the 1 February 2025 to 31 January 2026, not how long you have been at the property.
- If you moved between properties within the Electra network area during the year, you will receive the full value of the discount applicable for that property you reside in on the 31 January 2026.

## **Closed your account after 31 January 2026?**

- If you were living at the address on the 31 January 2026, but moved out in early February, you're still eligible for the Price Discount! We can credit it to your current or a nominated electricity account.
- If you haven't received your Price Discount yet, contact us to find out more.

## **I haven't received an email/letter about my discount?**

- If you've chosen to receive your electricity account by email, the Electra Price Discount notification was sent to you that way. Please check your spam or junk email folders.
- If you still haven't found it, please contact us to check if you're eligible.

## **I haven't received a Price Discount**

- Your Price Discount is usually applied to your February power bill, but depending on your retailer's billing cycle, it may show up on your March bill or a later bill.
- If you haven't received an email or letter from Electra about your Price Discount and nothing has appeared on your electricity bill, you may not be eligible — but we're happy to check. Get in touch with us and we can look into it for you.

- Your property may be in the Kāpiti or Horowhenua region, but you may be connected to a private or embedded network, rather than the Electra network, and therefore not a beneficiary of the Electra Trust.

### **How long do I have to raise a question about my Electra Price Discount?**

- All requests or queries must be received within 6-months, that is before 1 September 2026.

### **How can I get in touch with you about my Electra Price Discount?**

- For the quickest response, please use our Price Discount enquiry form. Simply fill in the form and complete a few easy questions. You will receive a response within 10 working days
- Alternatively, you can email us at [discounts@electra.co.nz](mailto:discounts@electra.co.nz). Please ensure you provide us with your Installation Connection Point (ICP) number or numbers and the property address or addresses to help us assist you faster.
- Or call our friendly Customer Experience team during business hours on 0800 353 2872