



## Network charges by region

This policy is designed to meet the requirements of the Electricity Authority's Consumer Care Obligations. We will provide you with a copy of these guidelines when you sign up with us however they are also freely available here <https://www.ea.govt.nz/your-power/consumer-care-obligations/>



# Network charges by region

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Network charges are set by your local lines company and passed through to you at cost with no markup.

All Aotea customers have HHR (half-hourly read) smart meters, so Time of Use (TOU) pricing applies. Your charge depends on when you consume electricity, not just how much.

All rates shown exclude GST. Effective 1 April 2026.

### Vector Electricity — Auckland network

Auckland and surrounds · Source: Vector Pricing Schedule and Policy v2026.1

Price Category	Daily c/day	Peak c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential Low User) — <b>TOU Uncontrolled</b>	90.00	15.13	4.66	(5.24)	ARHLU
(Residential Low User) — <b>TOU Controlled</b>	90.00	15.04	4.57	(5.24)	ARHLC
(Residential Low User) — <b>TOU DER</b>	90.00	14.40	3.93	(5.24)	ARHLD
(Residential Standard) — <b>TOU Uncontrolled</b>	192.20	10.47	0.00	(5.24)	ARHSU
(Residential Standard) — <b>TOU Controlled</b>	190.20	10.47	0.00	(5.24)	ARHSC
(Residential Standard) — <b>TOU DER</b>	176.20	10.47	0.00	(5.24)	ARHSD
(General) — <b>TOU Uncontrolled</b>	239.28	10.47	0.00	(5.24)	ABSH
(General) — <b>TOU DER</b>	223.28	10.47	0.00	(5.24)	ABSHD

DER categories (ARHLD, ARHSD, ABSHD) apply to battery customers enrolled in Vector's Distributed Energy Resource programme. Off-peak injection rate is \$0.00 from 1 April 2026. Injection credits shown in brackets are credits applied to your bill.

All Aotea customers have HHR (half-hourly read) smart meters, so Time of Use (TOU) pricing applies. Your charge depends on when you consume electricity, not just how much.

### TOU peak periods

- Morning peak (Jun–Aug): 7:00 am – 11:00 am, every day including weekends and public holidays
- Evening peak (May–Sep): 5:00 pm – 10:00 pm, every day including weekends and public holidays
- Morning peak (Jun–Aug): 7:00 am – 11:00 am, every day including weekends and public holidays

### Vector Electricity — Northern network

Northland and upper North Island · Source: Vector Pricing Schedule and Policy v2026.1

Price Category	Daily c/day	Peak c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential Low User) — <b>TOU Uncontrolled</b>	90.00	15.13	4.66	(5.24)	WRHLU
(Residential Low User) — <b>TOU Controlled</b>	90.00	15.13	4.66	(5.24)	WRHLC
(Residential Low User) — <b>TOU DER</b>	90.00	14.40	3.93	(5.24)	WRHLD
(Residential Standard) — <b>TOU Uncontrolled</b>	192.20	10.47	0.00	(5.24)	WRHSU
(Residential Standard) — <b>TOU Controlled</b>	192.20	10.47	0.00	(5.24)	WRHSC
(Residential Standard) — <b>TOU DER</b>	176.20	10.47	0.00	(5.24)	WRHSD
(General) — <b>TOU Uncontrolled</b>	239.28	10.47	0.00	(5.24)	WBSH
(General) — <b>TOU DER</b>	223.28	10.47	0.00	(5.24)	WBSHD

Northern network rates (WR/WB prefix) are structurally identical to Auckland (AR/AB prefix). Small differences exist in controlled-rate daily charges due to transmission component allocations.

TOU period definitions are identical to the Auckland network.



# Network charges by region

## Electricity — Counties Energy

South Auckland (Franklin, Pukekohe, Waiuku, Thames-Coromandel) · Source: Counties Energy 2026-27 Price Schedule

Price Category	Daily c/day	Peak c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential Low User)	90.00	27.30	12.30	(2.50)	RLUC
(Residential Standard User)	200.00	22.30	7.30	(2.50)	RSUC
(General Mass Market)	358.00	21.50	6.50	(2.50)	GSUC

Counties Energy uses a two-period TOU structure. Peak: Monday to Friday (including public holidays) 7:00 am – 11:00 am and 5:00 pm – 9:00 pm. Off-peak: all other periods.

Peak Injection Rebate available to mass-market customers (up to 45 kVA) exporting during peak periods weekdays 1 May to 30 September, 5:00 pm to 9:00 pm

Low User eligibility: primary residence only, annual consumption under 8,000 kWh. Customers may only switch categories once per 12-month period. Counties Energy annual discount applied against lines charges Nov 2025 to Oct 2026, capped at \$50,000 per ICP. Actea will reflect this discount as received.

## Electricity — Orion NZ Ltd

Canterbury (Christchurch, Selwyn, Waimakariri) · Source: Orion Electricity Delivery Price Schedule 1 April 2026

Price Category	Daily c/day	Peak c/kWh	Shoulder c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential Low User)— <b>Uncontrolled</b>	90.00	17.25	10.01	0.83	(6.00)	URES
(Residential Low User)— <b>Controlled</b>	75.72	17.25	10.01	0.83	(6.00)	RES
(Residential Standard)— <b>Uncontrolled</b>	125.01	14.19	7.99	0.66	(6.00)	RSIU
(Residential Standard)— <b>Controlled</b>	112.43	14.19	7.99	0.66	(6.00)	WRHLD
(Small General)— <b>up to 15 kVA</b>	178.09 / 162.46	11.75	6.43	0.51	(6.00)	UGENGC1 / GENGC1

Orion uses a five-period TOU structure: Peak (Mon–Fri 7:00 am–11:00 am and 5:00 pm–10:00 pm), Shoulder (Mon–Fri 5:00 am–7:00 am and 11:00 am–5:00 pm), Off-Peak (Mon–Fri 10:00 pm–3:00 am), Super Off-Peak (any day 3:00 am–5:00 am, \$0.00 rate), Weekend (all day Sat–Sun except Super Off-Peak).

Winter Peak Injection credit payable during 1 May to 31 August, Monday to Friday, 7:00 am–11:00 am and 5:00 pm–10:00 pm only. Weekend rate: 4.50c/kWh (low user), 3.64c/kWh (standard). Super Off-Peak rate is \$0.00 for all residential categories.

Low User eligibility: primary residence, annual consumption under 8,000 kWh.

## Aurora Energy — Dunedin network

Dunedin and surrounds · Source: Aurora Energy April 2026 Price Change Disclosure

Price Category	Daily c/day	Peak c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential)— <b>TOU</b>	90.00	19.87	13.87	(3.00)	—

Aurora uses a single Residential category — no Low User / Standard User split. A single rate applies to all domestic connections up to 15 kVA.

Peak: year-round 7:00 am–12:00 pm and 5:00 pm–10:00 pm, every day including weekends and public holidays. Peak Export injection credit of 3.00c/kWh applies May to September during peak hours only. No off-peak injection credit applies.

If a customer has an 8 kVA connection, the daily charge reduces to 24.60c/day — confirmed at sign-up. Aurora prices increased by an average of 21% from 1 April 2026, including a 3.8% increase from Transpower transmission charges, reflecting Aurora's transition to the standard Commerce Commission price path

## Aurora Energy — Central Otago / Wānaka network

Central Otago, Wānaka and surrounds · Source: Aurora Energy April 2026 Price Change Disclosure

Price Category	Daily c/day	Peak c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential)— <b>TOU</b>	90.00	32.26	17.26	(7.50)	—

Same TOU period definitions as Dunedin: year-round peak 7:00 am–12:00 pm and 5:00 pm–10:00 pm.

Peak Export injection credit of 7.50c/kWh applies May to September during peak hours only. No off-peak injection credit applies.

## Aurora Energy — Tāhuna Queenstown network

Queenstown, Frankton and surrounds · Source: Aurora Energy April 2026 Price Change Disclosure

Price Category	Daily c/day	Peak c/kWh	Off-peak c/kWh	Inj. peak c/kWh	Code
(Residential)— <b>TOU</b>	90.00	25.03	10.03	(7.50)	—

Same TOU period definitions as Dunedin: year-round peak 7:00 am–12:00 pm and 5:00 pm–10:00 pm.

Peak/off-peak spread of 15.00c/kWh — the largest of the Aurora regions, beneficial for battery charge/discharge optimisation. Peak Export injection credit of 7.50c/kWh applies May to September during peak hours only.

The 8 kVA daily fixed charge (24.60c/day) applies to 8 kVA connections. Standard residential connections are 15 kVA at 90.00c/day. Confirm connection capacity at sign-up.



# Network charges by region

If your home is in a region not listed above, contact us and we will provide your distributor's pricing schedule.

## Low user vs standard user pricing

New Zealand homes can be billed under either a Low User or Standard User pricing plan, set by your local lines company. We will help you determine which option gives you the greatest savings based on your actual usage profile.

### Low User — Lower daily charge, higher per-kWh rates.

You may qualify if your property is your primary residence and your typical annual use is under 8,000 kWh (or 9,000 kWh in parts of the lower South Island). Usually best for smaller or more efficient households.

### Standard User — Higher daily charge, lower per-kWh rates.

You may qualify if your property is your primary residence and your typical annual use is under 8,000 kWh (or 9,000 kWh in parts of the lower South Island). Usually best for smaller or more efficient households.

## Your rights as an—Aotea Energy customer

### Right to switch

You have the right to switch electricity retailers at any time. Aotea will not charge an exit fee for switching. To compare plans and retailers, visit Powerswitch: [www.powerswitch.org.nz](http://www.powerswitch.org.nz) — a free, independent plan comparison service.

### Right to clear billing

Your monthly invoice will clearly itemise every charge: wholesale energy, network charges, metering, EA Levy, and the Aotea Platform Fee. You can access your usage and billing data at any time through your Aotea account or by contacting our support team.

### Right to notice of pricing changes

Aotea will give you at least 30 days' written notice of any changes to our pricing structure, subscription fee, or contract terms.

### Medically dependent consumers

If you or someone in your household is medically dependent on electricity, please notify us. We maintain a register of medically dependent customers and comply with the EA's requirements for additional protections, including extended notice periods before any disconnection and priority contact in the event of supply issues.

### Hardship support

If you are experiencing financial difficulty, please contact us early. We will work with you to create a payment plan and ensure you remain connected. We comply with the Electricity Authority's Consumer Care Guidelines on hardship support.

### Consumer Care

EA requirement 5.15(a) — Consumer Care Policy statement

- Aotea Energy has a Consumer Care Policy that complies with the Electricity Authority's Consumer Care Obligations. Our policy sets out how we support customers, including payment options, hardship support, medically dependent consumer protections, disconnection rules, and how to get help.

- **Read our Consumer Care Policy:** [Aotea Energy Consumer Care Policy](#)
- **Electricity Authority Consumer Care Obligations:** [consumercare.ea.govt.nz](http://consumercare.ea.govt.nz)

## Support and resources

The following organisations can provide energy efficiency advice, financial mentoring, and support.

Energy efficiency advice

**Energy Efficiency and Conservation Authority (EECA):** [www.energywise.govt.nz](http://www.energywise.govt.nz)

Financial mentoring

**MoneyTalks:** [www.moneytalks.co.nz](http://www.moneytalks.co.nz) — 0800 345 123

**Work and Income (WINZ):** [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

### Dispute resolution

#### Utilities Disputes Limited (UDL)

- If you have a complaint about Aotea Energy that we have not resolved to your satisfaction, you have the right to contact Utilities Disputes Limited. UDL is a free, independent service that helps resolve complaints between customers and power companies in New Zealand.

**Phone:** 0800 22 33 40

**Website:** [www.udl.co.nz](http://www.udl.co.nz)

- UDL is available to all Aotea Energy customers at no charge.

## Making a complaint

If you have a question or concern about your bill, pricing, or service, please contact us first. We aim to resolve all complaints promptly and fairly

- Contact our support team using the details below
- We will acknowledge your complaint within 2 business days
- We aim to resolve all complaints within 10 business days
- If you are not satisfied with our response, you may escalate to UDL (details above)

If you believe Aotea Energy is not meeting its Consumer Care Obligations, you can also contact the Electricity Authority directly. Email: [consumercare@ea.govt.nz](mailto:consumercare@ea.govt.nz) | Website: [www.yourpower.co.nz](http://www.yourpower.co.nz)