



Pricing Policy

Customer Schedule

At Aotea Energy, we believe electricity should be simple, transparent, and fair.

Our pricing model connects you directly to the wholesale electricity market, using your home battery to automatically buy and use energy at the lowest-cost times of the day.

This means you benefit from wholesale savings while we take care of the optimisation in the background.

Our Retail Program Has Two Parts —

- 1. Your electricity usage cost** – the energy you use and import from the grid, passed through at wholesale market rates.
- 2. Aotea service fee** – a fixed retail margin of \$0.03 per kWh to cover account management, billing, trading optimisation, and compliance under the Consumer Care Code.

You pay the real-time cost of power purchased from the national market, administered by the Electricity Authority. Prices vary every half hour. Your Aotea battery automatically charges when prices are lowest and discharges when they rise. This reduces your average cost of power and lowers your monthly bill.

Aotea applies a transparent fee of \$0.03 per kWh to the electricity you consume. This covers our retail and management services. Network charges from your local lines company for using the network appear on your bill as a separate line item and are passed through at cost, without markup.

You'll Receive A Monthly Invoice Showing

- Wholesale energy cost (variable)
- Network charges (pass-through)
- Aotea retail fee (3c/kWh)

Invoices are due 14 days after issue. If you experience financial difficulty, please contact us—we'll work with you to create a payment plan under our Consumer Care Policy.

Aotea Energy follows the Electricity Authority Consumer Care Guidelines.

This means you'll always receive clear, accurate, and timely billing information; notice before any pricing changes (at least 30 days); access to your consumption data at any time; and support if you experience hardship or are medically dependent. Our pricing is designed to be transparent and customer-aligned. We don't hide costs or profit from your usage—we charge a simple, clear margin per unit of energy. The more efficiently our system operates, the more you save.

If You Have Questions or Concerns

If you have a question about your bill, pricing, or service, please contact our support team: support@aoteaenergy.com

We'll do our best to resolve your issue quickly and fairly. If you have a problem that isn't resolved to your satisfaction, you have the right to take the following steps under the Electricity Authority's Consumer Care Obligations:

Contact us as soon as possible to explain the issue. We'll review your account and provide a clear response.

- If you're not satisfied, contact Utilities Disputes (UDL). UDL is a free, independent service that helps resolve complaints between customers and power companies in New Zealand.

Call 0800 22 33 40 or visit www.udl.co.nz to make a complaint.

- If you believe Aotea Energy is not meeting its Consumer Care Obligations, you can also contact the Electricity Authority (Te Mana Hiko) directly at consumercare@ea.govt.nz or visit www.yourpower.co.nz.

Contact us as soon as possible to explain the issue. We'll review your account and provide a clear response.