



Pricing Policy

Customer Schedule

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

Instead of paying a retailer to sit between you and the market, our model puts you in control. With Aotea Energy, you become the gentailer. We connect you directly to the wholesale electricity market, using your Aotea Smart Battery to buy power when it's cheapest and use it when it's most valuable. You benefit from wholesale savings while we take care of the optimisation and trading in the background.

We remove the layers, noise, and markups of the traditional industry, leaving you with a system designed to lower your costs and give you true ownership of your energy.

Our Retail Program is Simple and Transparent

Aotea Energy's pricing is designed to be simple, transparent, and aligned with your interests. We do not mark up the cost of electricity.

You pay what we pay. 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.

All network charges from your local lines company (the cost to deliver power through the grid) appear on your bill as a separate line item and are passed through at cost, without markup.

Understand Your Monthly Charges

Wholesale Energy (Passed through at cost)

You pay the actual cost of electricity purchased from the national wholesale market, operated by the Electricity Authority. Prices change every 30 minutes based on supply and demand.

- No markup
- No retail margin on energy
- You pay only what Aotea pays to buy electricity on your behalf

Your Aotea battery automatically charges when prices are lowest and discharges when prices rise, reducing your average cost of power. Your monthly invoice includes your average half-hourly energy price achieved.

Network Charges (Passed through at cost)

These are charges from your local lines company (distribution) and Transpower (transmission) for transporting electricity to your home. We do not add any margin to these charges. Network prices vary by region and by metering configuration (such as controlled vs uncontrolled registers). Network charges usually adjust once per year following approval from the Commerce Commission. For your region's pricing, you can review:

(Vector Network Pricing)

<https://www.vector.co.nz/personal/electricity/about-our-network/pricing>

Metering Charges (Passed through at cost)

Metering fees are set by each metering company, and vary depending on the type of meter installed at your property and who owns it. To keep things simple and predictable, we apply a single low metering charge of **29c per day**, regardless of meter type or provider. This rate reflects the lowest pricing tier available and is passed through at cost, with no markup. Metering fees may be updated periodically as metering providers change their pricing.

Electricity Authority Levy (Required by law)

All retailers must collect an Electricity Authority Levy of **\$0.0015 per kWh** on behalf of the Authority. You can view full levy information here:

(Electricity Authority Levy Rates)

<https://www.ea.govt.nz/news/general-news/annual-levy-rates-for-202425/>

Aotea Platform Fee (Our Only Margin)

This is a flat \$20 per month subscription. It covers:

- Customer support and account management
- Billing and administration
- Energy trading and optimisation software
- Smart control of battery charging and discharging
- Operational compliance with EA Consumer Care

This is the only fee Aotea earns.

Standard User vs Low Using Pricing

New Zealand homes can be billed under either a Standard User or Low User pricing plan. These options are set by your local lines company and affect the fixed daily charge and the per-kWh network rates on your bill.

Low User Eligibility

You may qualify for the Low User option if the property is your primary residence and your typical annual electricity use is under 8,000 kWh (or under 9,000 kWh in parts of the lower South Island).

How the Options Differ:

Low User: lower daily charge, higher per-kWh rates. This is usually best for smaller or more efficient households.

Standard User: higher daily charge, lower per-kWh rates. Often cheaper for medium-to-high usage homes.

What is the Best Option?

Because network charges have a meaningful impact on your total bill, and because we pass these charges through at cost, we will work with you to determine which option will give you the greatest savings. Using your historical usage, or your expected load if you're a new customer, we will help identify the plan that best matches your energy profile. Our recommendation can help you make an informed decision so you're always on the most cost-effective option for your home.



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Billing and Payment

Invoices are issued monthly on or around the 4th day of the month, and payment will be due on the 20th day of the month.

Your invoice will clearly itemise:

- Wholesale energy charges
- Network (distribution + transmission) charges
- Metering charges
- Aotea Platform Fee
- Electricity Authority Levy

If you experience financial difficulty, please contact us early. Under the Consumer Care Guidelines, we will work with you to create a payment plan and ensure safe, reasonable outcomes.

All network charges from your local lines company (the cost to deliver power through the grid) appear on your bill as a separate line item and are passed through at cost, without markup.

Spot Price Exposure

Aotea Energy passes through wholesale electricity prices directly from the national market, where prices change every 30 minutes based on supply and demand.

While your Aotea battery is designed to reduce your average cost of electricity by automatically shifting usage to lower-priced periods, you will still be exposed to wholesale market volatility, including rare but significant price spikes.

These spikes can occur during generation outages, transmission constraints, extreme weather, low hydro storage, or unexpected demand events, and may result in higher electricity costs during those periods. Because Aotea does not add any margin to wholesale energy and does not control market prices, your monthly bill may be higher when wholesale prices are elevated, even with battery optimisation.

Our Commitment to you

Aotea Energy complies with the Electricity Authority Consumer Care Guidelines. This ensures you always receive:

- Clear and accurate billing
- At least 30 days' notice of any pricing change
- Access to your usage and billing data at any time
- Support if you experience hardship or are medically dependent
- Transparent explanations of all charges

Our pricing is built to be predictable, transparent, and aligned with reducing your costs.

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 consumer@ea.govt.nz or visit www.yourpower.co.nz.

We encourage customers to contact us first — we're here to help and are committed to finding solutions that keep you connected and supported.

