



MEDIA RELEASE

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Contact to hold energy and service prices flat: network company price changes to be passed through

Contact Energy Limited today announced that it would be holding the energy and service components of its customers' bills flat while making adjustments to account for changes in local network company tariff charges.

For customers across New Zealand's 29 local network regions, this means that there may be decreases or increases in the price they pay for their electricity depending on which network region they live in and what price tariff they are on.

"We've tried to keep it simple for our customers by committing to keeping the price we charge for service and electricity flat while reflecting the changes in network company prices," said Nicholas Robinson, spokesperson for Contact Energy.

"The cost of maintaining New Zealand's electricity network is reflected in approximately a third of customers' bills – sometimes more – and this includes costs associated with the transmission of electricity from New Zealand's power stations through to the local power lines down the street."

Customers will be notified and will see changes to the price they pay for their electricity beginning 1 April through to July. Changes will be dependent on their local network company, the tariff they are on and whether they are on a promotional or discounted offer.

"Feedback from customers has been that they find it hard to understand changes to their electricity prices. To help with this, we have built a handy online tool where our customers can enter their details and automatically see the changes to their electricity prices" said Mr Robinson.

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About Contact

Contact is one of New Zealand's largest electricity generators and retailers. We keep the lights burning, the hot water flowing and the BBQ fired up for around 567,500 customer across the country. Powering the country with electricity, natural gas and LPG, our team of around 1,050 lives, works and operates in communities throughout New Zealand. www.contact.co.nz

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