

# Did you know we have a low user plan



Low User plans offer a lower daily charge and higher usage charge compared to other standard electricity plans. So, if you use less than 8000 kilowatt hours of electricity a year\*, moving across to a Low User plan may save you some money. On the other hand, if you're already on a Low User plan and using more electricity than this each year, you might be better changing to a standard plan.

## How do I know how much I'm using?

Have a look at the 'electricity usage' graph on the back of your bill, in your online account or on the Contact app. To find out how much you're using each year, simply add up 12 months' worth of usage.

Once you've got this information, the table below should help you decide whether changing plans might be better for you.

Current plan	Amount of electricity used per month (on average)	You should consider
Standard	less than 667 kWh (750 in some areas*)	Low User
Low User	less than 667 kWh (750 in some areas*)	Stay where you are
Standard	more than 667 kWh (750 in some areas*)	Stay where you are
Low User	more than 667 kWh (750 in some areas*)	Standard

\*For some parts of the lower South Island, the threshold is 9000 kilowatt hours of electricity a year.

## How do I know whether I'm on a standard or Low User plan?

If you're already on a Low User plan, "Low User" will be noted on your bill under the charges section.

## Other helpful information

If you think your electricity usage will change over the coming year, for example, you're expecting an increase in the number of people living in your home, or you're going the other way and downsizing, it's best to think about this when working out whether a standard or Low User plan may be best for you.

Low User plans are only available for your main place of residence. Sorry, it's not available for your holiday home or business.

## Keen to change plans?

Call us on 0800 201 000 anytime from 7am to 9pm Monday to Friday, and 8am to 5pm Saturday. You'll need your account number with you when you call which you'll find on your bill.