

Unison Price Change FAQ's – 2024

Please note that your electricity retailer sets the final price for consumers. Unison charges the retailer for electricity distribution, and it is up to the retailer what amount they pass on to you, the customer. These questions and answers have been developed to provide general background information on our price changes.

Question	Answer
How are Unison's prices changing in 2024/25?	This year the revenue that Unison can receive through line charges is reducing by 0.5%.
How much are Unison's residential delivery charges increasing by?	Following the national regulatory removal of the Low Fixed Charge, customers on this plan have seen an increase of 15c per day. This increase is largely balanced out by a reduction in variable charges, which are based on how much power you use.
Why do prices vary between HB, Taupō, and Rotorua?	Pricing for each region is adjusted separately to make sure no region pays for another, as required by the Commerce Commission.
What portion of my total electricity monthly account represents the Unison (Network) component?	This depends on how much electricity you use. On average, for most residential customers, the network part, including transmission charges, makes up about 45% of the total monthly bill.
How is the Commerce Commission involved?	Unison is the sole distributor of electricity in Rotorua, Taupō, and Hawke's Bay, so the Commerce Commission regulates its prices. The Commission's aim is to ensure long-term consumer benefits through investment, innovation, and quality services, while preventing excessive profits. In 2020, the Commission set a 'Price-Quality Path' that limits Unison's prices until 2025 and established reliability targets for the network.
How will prices change in the future?	The Commerce Commission is currently setting the 'Price-Quality Path' for 2025-2030. With the growing use of electricity for electric vehicles, industrial processes, connecting renewable generation and batteries, more investment in New Zealand's electricity networks will be needed. The Commission will likely allow distributors to earn more revenue to cover these costs. While consumers may see increases in their electricity bills, these will be offset by reducing fuel bills as consumers make the switch to electrify their lives and businesses.
I'm a large commercial user on Unison's network. How will the price changes affect me?	For large commercial customers, line charges are determined by the level and timing of your electricity use. To understand how these changes affect your business, please contact Unison Relationship Manager Isabelle Crawshaw at 06 879 4922.
How do Unison's charges compare with other lines companies?	Directly comparing charges is tough due to local cost factors. High-density networks, like Vector in Auckland, cost less because more customers share the costs of maintaining the network. Lower density networks, like Buller Electricity on the South Island's West Coast, have higher costs due to fewer customers to share the costs of maintaining the network. Other factors include electricity usage per customer and network reliability. So, only broad comparisons are possible.

Will the dividend for Hawke's Bay consumers increase?

The Hawke's Bay Power Consumers Trust owns Unison Networks on behalf of the power consumers in Napier and Hastings. Each year, Unison pays a dividend to the Hawke's Bay Power Consumers Trust, which then distributes it to the power consumers of Hawke's Bay.

Unison's goal is to gradually increase the dividend while also investing in the network. The Trust may use part of this money for initiatives that benefit its consumers like placing electricity cables underground, or other projects. The rest of Unison's profits go back into improving the network.

How can people reduce the impact of rising electricity prices?

Consumers should shop around for the best deals from electricity retailers, as prices can vary significantly in different regions. Switching suppliers is now easy and usually takes less than 10 days. More information is available at <http://www.whatsmynumber.co.nz> or www.powerswitch.org.nz/.

Local budget advisors and the Citizens Advice Bureau can help consumers find cheaper electricity providers or better pricing plans.

Unison has partnered with the EnergyMate programme which gives communities advice on how to heat their homes in an affordable way, use appliances efficiently and keep their home warm. For some helpful tips on how to save energy visit: www.unison.co.nz/tell-me-about/community/energy-efficiency/

To find out more about how the EnergyMate programme works visit www.energymate.nz

To find out if the EnergyMate services in your area are a right fit for your whānau contact your relative provider:

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