

## The Lines Company Time-of-use Trial Customer Questions and Answers

11 September 2017

### Can I join the trial?

We have invited three groups to participate in the trial:

1. Customers we recorded as attending or invited to one of our forums since October 2016;
2. TLC employees (who are also customers); and
3. A representative sample of primarily randomly selected customer types across the network.

The first group is a representation of customers from our network who have attended previous focus group and understand the process to date; the second group is to help our employees understand the system; and the third is a randomly selected group to help us ensure that different installation types are represented. This third group will be invited over the next couple of weeks to commence the trial from 1 November 2017.

### Why are you doing this trial?

In an independent review that was conducted late last year/early this year it was recommended that we move to Time of Use Pricing. We have decided to undertake a trial as the next step in this process to test our systems, pricing and gain feedback from those customers on the trial.

### Why have you only got approximately 200 participants on the trial?

For the trial, we will be working from a manual system which means we need to manually create a bill for each customer on the trail. At this stage we only have the capacity to do this for 200 customers and we will be soliciting feedback from each of these customers.

### What is time-of-use pricing?

Prices vary depending on the time of consumption. The trial prices are made up of a fixed daily price, a meter charge and variable prices – off peak, shoulder and peak.

TOU Pricing Periods	Times
Peak or Controlled Peak	7:00 am to 9:30 am
	5:30 pm to 8:00 pm
Shoulder	9:30 am to 5:30 pm
	8:00 pm to 11:00 pm
Off Peak	11:00 pm to 7:00 am

The same times will apply 365 days a year/7 days a week, regardless of load control.

### Why are you looking to move to time-of-use pricing?

Recently we carried out an independent external review of our prices. This review recommended we consider moving to time-of-use pricing for the following reasons:

- Easier to understand
- Customers can influence their bill in a shorter timeframe
- Monthly bills based on usage from previous month
- Prices will be known in advance and apply 365 days a year/7 days a week.

**Does this mean my prices are changing?**

If you are not on the trial your prices are not changing. Once a decision has been made on time-of-use we will let our customers know. At this stage no final decision have been made.

**When is a decision likely to be made about time-of-use pricing?**

Our board will make a decision later this year about moving to a time-of-use pricing method.