

# Multiple Trading Relationships

## Frequently Asked Questions for Customers



Ara Ake is pleased to coordinate the Multiple Trading Relationships (MTR) pilot and provide answers to frequently asked questions for customers to the pilot.

### 1. What is the MTR pilot?

Currently, you must contract with one single retailer for electricity services at one property, identified by an installation control point (ICP).

The MTR pilot aims to provide the option to contract with more than one supplier to receive and/or supply electricity services at the ICP.

### 2. Why is MTR of interest?

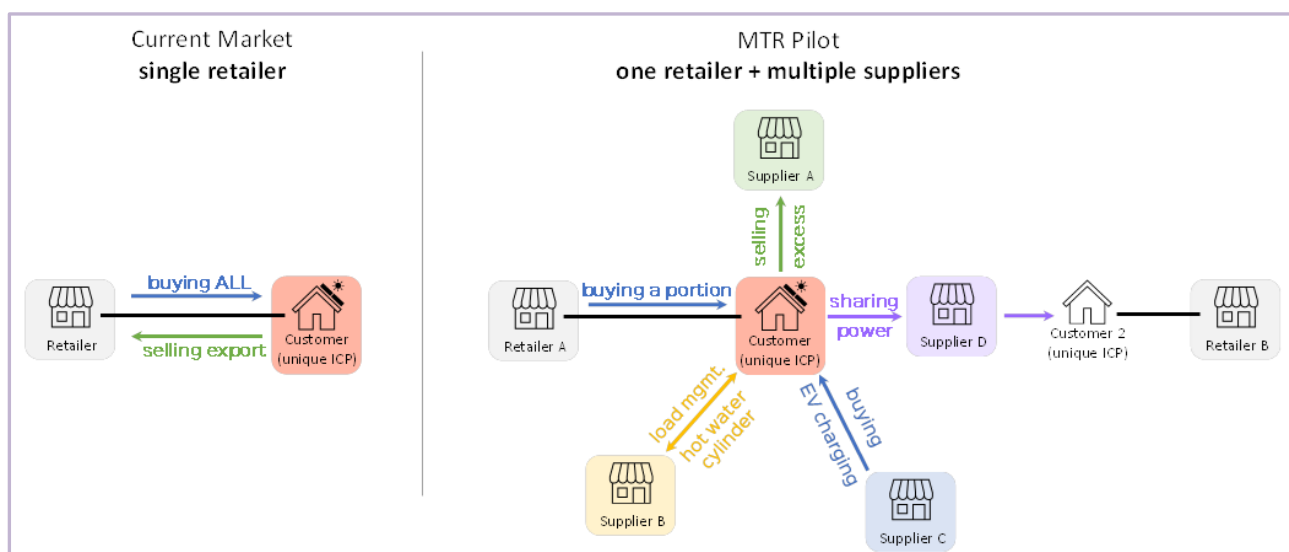
MTR aims to expand the range of services available to consumers to provide more choice and value to the electricity sector. This would be done by unbundling some of the electricity services providing the opportunity to select the best offering for each specific electricity service. MTR in addition, may result in the achievement of emissions budgets at a lower overall cost, i.e., particularly in the context of greater uptake of distributed energy resources (DER) like rooftop solar panels.

### 3. Which services can be contracted through the pilot?

There are three types of services that can be contracted:

- › A portion of the electricity purchased (e.g., EV charging, heat pump)
- › A portion of the electricity sold (e.g., excess generation from solar panel)
- › Load management capability (e.g., hot water cylinder control).

As a combination of these services, it is possible that some suppliers offer electricity sharing schemes (e.g., community sharing and peer-to-peer). This would allow consumers to choose a retailer (e.g., to have a community solar PV array with generation to be shared with the community while each property remains connected to the grid).



#### **4. Who will provide those services?**

You will still have a “retailer” as you do today. As part of the pilot, you will be able to deal with another “supplier” who will provide specific electricity services at favourable rates.

#### **5. How will payment work?**

You will receive a bill from each provider (retailer and supplier/s) which will charge or pay you for the respective services provided by that company.

#### **6. What benefit will I get from participating in the MTR pilot?**

We want to find out new ideas and ways to benefits consumers. By joining the pilot, you will have the opportunity to get a deal which suits you.

The pilot should demonstrate that consumers can get a better deal for the power they purchase, the power they sell and help keep the lights on. If it works then we should get a more affordable, reliable and lower emissions power system.

#### **7. Will participating in the MTR pilot cost me anything?**

Ara Ake will provide the additional services required for the pilot to work. There will be no pilot joining fee. Your retailer or supplier will discuss prices, terms and conditions of the service being provided.

#### **8. What do I need to do to participate?**

Sign up with a supplier, select a retailer participating in the pilot, and allow the supplier to collect certain historical and operational data related to the project.

#### **9. What data will be collected during the trial?**

We will collect data in three stages of the pilot (beginning, middle and end) to understand your expectations and experience, as well as historical and pilot information (consumption and pricing) to evaluate the benefits of MTR.

All the information will be anonymised before being analysed.

The information we obtain will be used and retained securely by AGENTS in accordance with the Privacy Act including against loss, theft and inappropriate access and use.

#### **10. How long will the pilot last?**

Customers can join the pilot until 01/04/2022. The pilot will end 12 months after that date, 01/04/2023.

## **11. What happens with the new services after the pilot finishes?**

Your supplier will discuss the options with you if you decide to participate. As every experiment, there is an information gathering phase to test the concept. Once that information is collected, the operational phase would conclude, and the evaluation phase will begin.

As a result, there are two possibilities for the created services:

1. Back to single retailer (current scenario)
2. You continue to receive services from your supplier (pilot scenario).

Ara Ake will actively monitor and evaluate the pilot operations with the organisations involved to clarify as early as possible which of the above options will occur.

## **12. Do I have to participate?**

Participation in the pilot is voluntary.

## **13. If I decide to participate, do I have to participate until the end of the pilot?**

No, you can opt out of the pilot at any time if you are not happy with the results. We would be interested in learning the reason of this decision to understand if there is an issue with the concept.

## **14. Additional information**

Please see visit [www.araake.co.nz](http://www.araake.co.nz) for more information on the MTR pilot.

If you have any questions or concerns, please email [info@araake.co.nz](mailto:info@araake.co.nz).