

A Simple Shift - What does participation in the trial entail?

Before you sign up, here's what you need to know

A Simple Shift is not a grant programme. It's a community energy trial that explores how smart technology can help households use electricity more efficiently and reduce pressure on the local electricity network.

The trial incentives are in place to encourage higher rates of participation in the A Simple Shift electricity flexibility trial. Participation comes with obligations and participants agree to be part of the trial and allow their devices to respond to flexibility signals during the trial period and agree to allow demand and device data to be used for this trial and research.

What you can receive

Depending on the technology you install, eligible households may receive support towards installation costs:

- Up to \$4,000 for a compliant residential battery
- Up to \$1,500 for a compliant Home Energy Management System (HEMS)
- Up to \$500 for compliant smart hot water technology

When you receive your final invoice from the installer, the incentive will be provided as a digital debit card for the approved amount. This card can only be used to help pay that invoice.

What we expect from participants

1. You are joining a trial

The incentives are provided because you are helping test new ways of managing electricity demand.

2. You install approved technology

Only trial-compliant devices installed by endorsed installers can receive the incentive.

3. Your equipment may be automatically controlled

Devices can automatically respond to signals during the trial peak demand periods. The goal is to reduce peak demand without affecting your everyday lifestyle.

4. You need to sign-up with a participating trader

Participating retailers or flex service providers (FSP) will reward you for (automatically) shifting energy during trial peak periods. Depending on the retailer or FSP, this reward might vary.

5. You allow access to anonymised energy data

To understand how the trial is performing, we will collect and analyse trial-related energy information. Personal information will be protected in accordance with the New Zealand Privacy Act 2020.

6. You provide us with information

Because this is a trial and your experience will help shape future flexibility programmes, we need information about your household set-up and your trial experiences. This is why we will ask participants to:

- Complete entry and exit surveys
- Share feedback to help us understand how the technology is performing
- Assist with troubleshooting if issues arise

7. You are committed for the duration of the trial

The trial is expected to run until September 2028. Participants are expected to remain in the trial for its duration. If you choose to withdraw early, reimbursement provisions may apply.

What you don't have to do

- ✓ Constantly monitor the system
- ✓ Change your daily routine
- ✓ Manually switch equipment on and off
- ✓ Become a technical expert

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The customer journey

The customer journey sets out what you as a participant can expect at each stage, from first learning about the trial to installing approved technology and taking part in A Simple Shift.

1. Customer expresses interest

You can register your interest in the trial through Powerco's A Simple Shift website. Registration is NOT compulsory to be eligible for the trial but is advised so that you can be kept up to date on latest news about the trial.

2. Customer contacts an endorsed installer

You will work directly with an endorsed installer to discuss suitable technology and determine whether participation is right for you.

3. Installer assesses suitability and eligibility

Your installer will talk you through your goals, suitable technology options, what the trial involves, what installation requires, and the expected costs before giving you a quote.

4. Installer sends quote

Once you approve the installer's quote, which will include the eligible incentive amount, Powerco will send you a participation agreement. After you sign the agreement, you officially become a trial participant and the incentive is allocated to you.

5. Installation and enrolment

Your installer works with you to plan the installation and commissioning of compliant devices. Special focus will be on ensuring that your device(s) are connected and able to communicate with the required flexibility platform and systems. Your installer will also take you through an entry survey.

6. Sign up with a trader

To receive the rewards for shifting energy, you need to sign up with a participating retailer or flex service provider (FSP). A Simple Shift will soon publish a list of participating retailers and FSPs on asimpleshift.co.nz.

7. Inspection, invoicing and support

After installation, your device may need to be inspected before it is switched on. The inspector will turn the device on and your installer will then take you through the set-up and explain what you need to know. You will receive the final invoice from your installer, and your digital debit card will be sent to help pay towards that invoice.

8. Ready to shift and be rewarded

This is what A Simple Shift is all about. Your device is ready to shift energy away from winter peak times, helping reduce pressure on the network while earning you rewards. Outside trial peak times (winter evenings), your device can still support smarter energy use. From time to time, we may also ask you to share feedback about your trial experience.