

# HOW TO READ YOUR BILL



**STATEMENT / TAX INVOICE**  
 Consumer No: 1084683010  
 Account No: 2199681  
 Statement No: 3391268  
 GST No: 87-961-702  
 Page 1 of 2

**ACTUAL ACCOUNT**  
 Invoice Date: 21 April 2016

**Your Freedom Plan**

Your Chosen Options:  
 Low User  
 Energy Price Protection\*\*  
 Transparent Billing  
 Price Promise  
 All Energy Discount  
 Online Billing  
 Direct Debit  
 SmoothPay  
\*\*Energy Price protection applies to Energy rates only

**Your Customer Care Team**

Freephone: 0800 968 736  
 Monday to Friday 8am-8pm  
 Email: customer.care@electraenergy.co.nz  
 Fax: 09 378 4405  
 Electricity Faults: 0508 VECTOR (0508 832 867)  
 www.vector.co.nz/outages

**Direct Debit Transaction** no action required

The schedule below sets out the payment(s) that will be direct debited from your bank account/credit card on the due date(s) specified, UNLESS YOU INSTRUCT US OTHERWISE by the cancellation date(s) specified.

Due Date	Payment Amount	Cancel Date
11/5/2016	\$190.00	9/5/2016

Thank you for using Direct Debit

Pay at your local New Zealand Post retail outlet



ABCDB\_1234567891123456789

**New Zealand Post**

Electra Energy, PO Box 650, Levin 5510 [www.electraenergy.co.nz](http://www.electraenergy.co.nz)

Account No: 2199681  
 Consumer No: 1084683010

**YOUR DETAILS**  
 Account holder name and postal address we have for this account.

**YOUR ACCOUNT SUMMARY**  
 Your Account Summary shows the total balance to pay and the due date (Total Amount Due).

**TOTAL AMOUNT DUE**  
 This is the total amount you need to pay by the date provided.

**YOUR KWH HISTORY**  
 This graph shows your kWh history, or how much power you have used over a certain period. You will be able to see which months were based on Actual readings and which months' were Estimates.

**PAYMENT BY DIRECT DEBIT**  
 If you pay by direct debit this slip will say "Direct Debit" and the amount due will be deducted from your account automatically.

**BARCODE**  
 If you choose to pay at your local NZ Post this is the barcode they will use to locate your account.

**PLEASE NOTE:**  
 This is a sample barcode ONLY; it is not to be used to make any payments towards your power account.

**CONSUMER NUMBER**  
 Your 10-digit Consumer Number helps us to identify your account in our system.

**READ TYPE**  
 This shows whether your bill is based on an Actual or Estimate read.

**YOUR PLAN DETAILS**  
 This section shows you the benefits you have chosen on your Freedom Plan.

Please note – if you have chosen to sign up to SmoothPay, this box will be ticked.

Payment by Direct Debit – If you are paying by Direct Debit, you will see here.

**YOUR CUSTOMER CARE TEAM**  
 You can contact us by using these details.

**ELECTRICITY FAULTS**  
 If you have any issues with your power supply please call us on this number.



STATEMENT / TAX INVOICE

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SUPPLY ADDRESS
The address we supply and the billing period for this invoice.

Detailed invoice for: 60 AB Sample Road, Sample Suburb, AKL
For the period from 18/03/2016 to 17/04/2016
Electra Energy - Low User - Freedom Plan

Metering Details

ICP: 0000101268UNCC9

Meter Number: 208252332/1
Previous Reading: 45935
Previous Read Type: Actual read
Current Reading: 46657
Current Read Type: Actual read
kWh this period: 722



METERING DETAILS

A detailed description of your meter(s).
ICP Number.
An ICP number is assigned by your Lines Network to help identify each metering point on your property.

PIE GRAPH

This graph shows you the percentage of the different charges which make up your bill. You will be able to see a clear break down of Energy, Network, Metering and Retail Service charges. This is a new feature which was requested by Electra Energy members who wanted to understand their bill in more detail.

Table with 4 columns: Item, Quantity, Rate (cents), Total. Includes Energy charges like All Day Electricity Charge.

Table with 4 columns: Item, Quantity, Rate (cents), Total. Includes Delivery charges like Direct Debit Discount, Network Services Fixed Daily, etc.

GST at 15% \$24.78
Current Electricity Charges (including GST) \$190.00

Table with 3 columns: Item, Date, Total. Shows Payments and Credits this Period, including Direct Debit Full Bill.

PAYMENT OPTIONS

We offer a variety of payment options to suit your needs. For more information visit our website at www.greypowerelectricity.co.nz

How to pay your account

- 1. Direct Debit... 2. Internet/Phone Banking... 3. Credit Card...

- 4. Cheque You can also make a cheque out to Pulse Energy Alliance LP...

Feedback and Complaints

If you have any feedback or concerns about our service or wish to lodge a complaint, please email resolutions@electraenergy.co.nz...

In the unlikely event that we are unable to resolve your complaint, The Power Box is a member of the independent disputes resolution services provided by the Electricity and Gas Complaints Commissioner...

COMPLAINTS

If you have a complaint we have not been able to address, you can use these contact details.

YOUR BILL

An outline of your electricity usage (rates are exclusive of GST) from a certain billing period. This is divided up into three sections so you know what you are paying for:

- Energy: What Electra Energy charges you for your electricity.
Delivery: This is all charges related to the delivery of your electricity and includes: Network Charges, the Electricity Authority Levy, Metering and Retailer Services
Special Fees & Promotions: Any promotional credits or fees on your account will appear in this section.

