

HOW TO READ YOUR BILL

pulse energy

Statement / Tax Invoice
Account No: 1234567890
Statement No: 12635200
GST No: 119-262-070
Statement Date: 18 August 2026
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YOUR DETAILS
Account holder name and postal address we have for this account.
Mr Sample
SAMPLE STREET
SAMPLE SUBURB
SAMPLE CITY 0000

YOUR ACCOUNT SUMMARY
Your Account Summary shows the total balance to pay and the due date (Total Amount Due).
Your Account Summary
Opening Balance \$525.97
Payments Received - Thank You -\$525.97
Total Balance Remaining From Previous Statement \$0.00
Electricity Charges \$492.26
Broadband and Phone \$112.00
Total Current Amount Due By 2 September 2026 (incl. GST) \$604.26

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 were estimated.
Your Billed kWh History
kWh
1500
1000
500
0
Sep-25 Oct-25 Nov-25 Dec-25 Jan-26 Feb-26 Mar-26 Apr-26 May-26 Jun-26 Jul-26 Aug-26
Actual Estimate

YOUR CUSTOMER CARE TEAM
Freephone: 0800 785 733
Overseas: +64 9 282 5046 (Monday to Friday 8am – 5pm)
Email: customer.care@pulseenergy.co.nz
Electricity Faults: VECTOR
0800 832 867
vector.co.nz/outages

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

Pay it Forward
Add as little as \$2 to your bill each month to help support a family in need. We're matching every contribution, dollar for dollar! *Terms apply.

Payment Advice
Return this section with payment
Total Payment Option Amount \$604.26 []
Other Payment Amount \$ []
Pay at your local New Zealand Post retail outlet
Pulse Energy Alliance LP, PO Box 10044, Dominion Road, Auckland 1446 www.pulseenergy.co.nz

BARCODE
If you choose to pay at your local NZ Post this is the barcode they will use to locate your account.
PENAC_10848296108000060426

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

ACCOUNT NUMBER

Your 7-10 digit Account Number helps us to identify you in our system.

YOUR CUSTOMER CARE TEAM

You can contact us by using these details.

ELECTRICITY FAULTS

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SUPPLY ADDRESS & PLAN

The address we supply and the electricity plan you're on.

Detailed invoice for: Sample Road, Suburb, City
Pulse Energy - Standard User - Electricity Ashburton

Energy

Item	Quantity	Rate (cents)	Total
All Day Electricity Charge - Uncontrolled	1021 kWh	18.176	\$185.58
All Day Electricity Charge - Controlled	171 kWh	18.176	\$31.08

Total Energy \$216.66

Delivery

Item	Quantity	Rate (cents)	Total
Metering	32 Days	38.000	\$12.16
Network Services Fixed Daily	32 Days	90.000	\$28.80
Retailer Services	32 Days	149.000	\$47.68
Electricity Authority Levy	1192 kWh	0.210	\$2.50
Network Services - Controlled	171 kWh	5.140	\$8.79
Network Services - Uncontrolled	1021 kWh	10.800	\$110.27
Online Bill Discount	1192 kWh	-0.100	-\$1.19
Retailer Services	1192 kWh	0.200	\$2.38

Total Delivery \$211.39

GST at 15% \$64.21

Current Electricity Charges (including GST) \$492.26

Broadband and Phone

Item	Total
Static Ip: 1639574349 (202.74.206.35) (16 Aug 2026 - 15 Sep 2026)	\$11.30
Pulse Everyday Fibre (16 Aug 2026 - 15 Sep 2026)	\$86.09

Total Broadband and Phone \$97.39

GST at 15% \$14.61

Current Broadband and Phone Charges (including GST) \$112.00

Payments and Credits this Period

Item	Date	Total
Payment Thank You	29/07/2026	-\$525.97

Total Payments and Credits this Period -\$525.97

ESTIMATED BILL

You can submit your meter reading online:
pulseenergy.co.nz/your-meter

ICP: 0123455689XXX12

Usage period:
14/07/2026 - 14/08/2026

Metering Details:

Meter Number: 21349097 4/1
Previous Reading: 59,943
Current Reading: 60,964
Usage this period: 1,021 kWh

Meter Number: 21349097 4/2
Previous Reading: 12,450
Current Reading: 12,621
Usage this period: 171 kWh

READ TYPE

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

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.

BROADBAND & PHONE

If you have added Broadband and/or Phone to your account, this will show here.

Your Broadband payments are charged a month in advance. On your first Pulse Energy bill that includes Broadband and/or phone services, you will have a pro rata monthly charge, as well as a monthly charge.

If you have a home phone package or a static IP with us this will also be detailed here, along with any additional charges that may occur.

Important information about your account.

Update your information

- Make sure we have your latest contact details. You can view and update your contact details in My Account pulseenergy.co.nz/myaccount
- If anyone in your household is **medically dependent** on electricity, please let us know and make sure your information is up to date

Supporting our customers is important to us. Learn more in our Consumer Care Policy at pulseenergy.co.nz/care

Is your plan right for your usage?

- Make sure you're on the right plan for your usage. View your usage at pulseenergy.co.nz/myaccount
- You can learn more about standard and low user plans or request your consumption data at pulseenergy.co.nz/userplans

How to pay your account.

Direct Debit To set up Direct Debit visit pulseenergy.co.nz/directdebit
Internet Banking
Bank Account Name: Pulse Energy Alliance LP
Bank: BNZ
Bank Account Number: 02-0108-0333798-029
If you're required to include only a two digit suffix, please use 29
Reference: Your Account No.

Credit Card To pay by Credit Card, log in to your My Account at pulseenergy.co.nz/myaccount

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

Pulse Energy is a trading name of Pulse Energy Alliance LP



Are you on the best power plan for you? Check at billy.govt.nz - a free, independent comparison site.



In the unlikely event that we are unable to resolve your complaint, you can contact Utilities Disputes at udl.co.nz via live chat or call 0800 22 33 40. Utilities Disputes is a free and independent service that sorts complaints about utilities providers.

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 Pulse Energy charges you for your electricity.

Delivery

This is all charges related to the delivery of your electricity and includes Network Services, Retailer Services, Metering and the Electricity Authority Levy.

Special Fees & Promotions

Any promotional credits or fees on your account will appear in this section

COMPLAINTS

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

PAYMENT OPTIONS

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



PO Box 10044, Dominion Road, Auckland 1446
Freephone 0800 785 733 Fax +64 9 378 4405
pulseenergy.co.nz