

# HOW TO READ YOUR BILL

**Statement / Tax Invoice**  
 Consumer No: 1234567890  
 Account No: 1234567  
 Statement No: 000000  
 GST No: xx-xxx-xxx  
 Page 1 of 2

**YOUR DETAILS**  
 Account holder name and postal address we have for this account.  
**Joe Bloggs**  
 60 Sample Road  
 Sample Suburb  
 Auckland 2014

**YOUR ACCOUNT SUMMARY**  
 Your Account Summary shows the total balance to pay and the due date (Total Amount Due).  
**Your Account Summary**  
 Total amount from 27 July 2015 \$30.80  
 Payments and Credits this Period -\$30.80  
 Total Balance Remaining From Previous Statement \$0.00  
**Electricity Charges** \$106.44  
**Total Amount Due by 10 September 2015** \$106.44

**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.

**Your kWh History**

| Month  | Actual (kWh) | Estimate (kWh) |
|--------|--------------|----------------|
| Sep-14 | 0            | 0              |
| Oct-14 | 0            | 0              |
| Nov-14 | 0            | 0              |
| Dec-14 | 0            | 0              |
| Jan-15 | 0            | 0              |
| Feb-15 | 0            | 0              |
| Mar-15 | 0            | 0              |
| Apr-15 | 0            | 0              |
| May-15 | 0            | 0              |
| Jun-15 | 0            | 0              |
| Jul-15 | 100          | 0              |
| Aug-15 | 350          | 0              |

**ACTUAL ACCOUNT**  
 Invoice Date: 24 August 2015

**YOUR PLAN DETAILS**  
 This section shows you the benefits you have chosen on your Pulse Energy Plan.  
**Your Freedom Plan**  
 Thank you, you have been a valued customer since July 2015  
 Your Status:  
 Standard User  
 SmoothPay  
 Price Protection  
 Online Discount  
 Transparent Billing  
 Direct Debit

**YOUR CUSTOMER TEAM**  
 You can contact us by using these details.  
**Freephone:** 0800 785 733  
**Overseas:** +64 9 282 5046 (Monday to Friday 8am - 8pm)  
**E-mail:** customer.service@pulseenergy.co.nz  
**Fax:** 09 378 4405  
**Electricity Faults:** 0800 785 733

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

**Payment Advice**  
 Return this section with payment

Total Payment Option Amount \$106.44 [ ]  
 Other Payment Amount \$ [ ]

Pay at your local New Zealand Post retail outlet

**Barcode:** ABCD\_1234567891012345678

**Barcode:** ABCD\_1234567891012345678

**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.

**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 bank account automatically.

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

**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).

**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.

**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 Pulse Energy 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 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

Consumer No: 1234567890  
Account No: 1234567  
Statement No: 0000000  
GST No: xx-xxx-xxx

Page 2 of 2

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

Detailed invoice for: 60 Sample Road, Sample Suburb, AKL  
For the period from 23/07/2015 to 19/08/2015  
Pulse Energy - Low User - NorthPower

| Item                                      | Quantity | Rate (cents) | Total          |
|---|----------|--------------|----------------|
| All Day Electricity Charge - Uncontrolled | 252 kWh  | 9.360        | \$23.59        |
| All Day Electricity Charge - Controlled   | 113 kWh  | 9.360        | \$10.58        |
| <b>Total Energy</b>                       |          |              | <b>\$34.17</b> |

| Item                                     | Quantity | Rate (cents) | Total          |
|--|----------|--------------|----------------|
| Direct Debit Discount                    | 0 Days   | -6.580       | \$0.00         |
| Network Services Fixed Daily             | 28 Days  | 15.000       | \$4.20         |
| Billing and Administration               | 365 kWh  | 3.194        | \$11.66        |
| Electricity Authority Levy               | 365 kWh  | 0.142        | \$0.52         |
| Invoice Delivery                         | 365 kWh  | 0.200        | \$0.73         |
| Metering                                 | 365 kWh  | 1.460        | \$5.33         |
| Network Services Variable - Controlled   | 113 kWh  | 4.150        | \$4.69         |
| Network Services Variable - Uncontrolled | 252 kWh  | 12.400       | \$31.25        |
| Online Bill Discount                     | 0 kWh    | -0.100       | \$0.00         |
| <b>Total Delivery</b>                    |          |              | <b>\$58.38</b> |

GST at 15% **\$13.89**  
Current Electricity Charges (including GST) **\$106.44**

**Payments and Credits this Period**

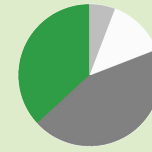
| Item  | Date       | Total           |
|---|------------|-----------------|
| Payment - Thank You                           | 04/08/2015 | -\$30.80        |
| <b>Total Payments and Credits this Period</b> |            | <b>-\$30.80</b> |

**Metering Details**

ICP: 1234567890ABC12

Meter Number: 123456789/1  
Previous Reading: 3689  
Previous Read Type: Actual read  
Current Reading: 3941  
Current Read Type: Actual read  
kWh this period: 252

Meter Number: 123456789/2  
Previous Reading: 3221  
Previous Read Type: Actual read  
Current Reading: 3334  
Current Read Type: Actual read  
kWh this period: 113



**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 those who wanted to understand their bill in more detail.

**PAYMENT OPTIONS**

We offer a variety of payment options to suit your needs. For more information visit our website at [www.pulseenergy.co.nz](http://www.pulseenergy.co.nz)

**COMPLAINTS**

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

**How to Pay Your Account**

**1 Direct Debit** is the most convenient and secure way to pay your bill each month. You will also receive a discount every month by choosing direct debit as your payment option.

**2 BNZ Branch** BNZ bank account number is 02-0108-0333798-029. Please use your consumer number as a reference with any payments you make. Pulse Energy is set up as a pre-loaded payee within all major bank internet and telebanking systems.

**3 Credit Card** To pay by credit card, call our friendly customer team on 0800 785 733

**How to register an official complaint about our service**

In the unlikely event that you are not happy with how we have handled your enquiry, you may contact the free independent dispute resolution service provided by the Electricity and Gas Complaints Commission on **0800 22 33 40** or visit [www.egcomplaints.co.nz](http://www.egcomplaints.co.nz).

**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 Charges, Metering, Billing and Administration, and the Electricity Authority Levy.
- Special Fees & Promotions**  
Any applicable promotional credits or fees on your account will appear in this section.



PO Box 10044, Dominion Road, Auckland 1446  
**Freephone 0800 785 733 Fax +64 9 378 4405**  
[www.pulseenergy.co.nz](http://www.pulseenergy.co.nz)