

HOW TO READ YOUR BILL

Grey Power Electricity

Statement / Tax Invoice

Consumer No: 1234567890
Account No: 1234567
Statement No: 8901234
GST No: 87-961-702

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Joe Bloggs
60 AB Sample Road
Sample Suburb
Auckland 2014

YOUR ACCOUNT SUMMARY

Total amount from 15 November 2013	\$315.66
Payments and Credits this Period	-\$564.88
Total Balance Remaining From Previous Statement	-\$249.22
Current Invoice Charges (see overleaf for details)	\$160.97
Total Amount Due by 27th December 2013	-\$88.25

ACTUAL READ

Invoice Date: 10 December 2013

Your Grey Power Plan

Thank you, you have been a valued customer since July 2010

Your Status:

- Standard User
- SmoothPay
- Price Protection
- Online Discount
- Transparent Billing
- Direct Debit Discount

Your kWh History

YOUR CUSTOMER SERVICE TEAM

Freephone:
0800 473 976
Monday to Friday 8am-8pm

Overseas Number Only:
+64 9 280 1819

E-mail:
greypower@pulseenergy.co.nz

Fax:
09 378 4405

Electricity Faults:
0800 473 976

Payment Advice
Return this section with payment

No Payment Required

Pay at your local New Zealand Post retail outlet

New Zealand Post

Grey Power Electricity

In association with Pulse Energy

Account No: 1234567
Consumer No: 1234567890

PO Box 10044, Dominion Road, Auckland 1446 www.greypowerelectricity.co.nz

CONSUMER NUMBER

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

YOUR DETAILS

If you would like to change the name that appears on your bill, you are welcome to contact us.

READ TYPE

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

YOUR ACCOUNT SUMMARY

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

YOUR PLAN DETAILS

This section shows you the benefits you have chosen on your Grey Power Plan.

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 CUSTOMER SERVICE 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.

PAYMENT BY CHEQUE

If you are paying by cheque, use this detachable remittance slip and send it back to us.

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 account automatically.

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 14/11/2013 to 10/12/2013
 Grey Power Electricity - Standard User - Counties Power

Energy			
Item	Quantity	Rate (cents)	Total
All Day Electricity Rate - Uncontrolled	203 kWh	8.060	\$16.36
All Day Electricity Rate - Uncontrolled	146 kWh	8.060	\$11.77
All Day Electricity Rate - Controlled	122 kWh	8.060	\$9.83
All Day Electricity Rate - Night	226 kWh	8.060	\$18.22
Total Energy			\$56.18

Delivery			
Item	Quantity	Rate (cents)	Total
Your lines network is Counties Power Ltd			
Counties Daily Charge	27 Days	57.510	\$15.53
Counties Variable Charge - Uncontrolled	349 kWh	8.870	\$30.96
Counties Variable Charge - Controlled	122 kWh	4.440	\$5.42
Counties Variable Charge - Night	226 kWh	2.220	\$5.02
Billing and Administration Rate	27 Days	60.000	\$16.20
Invoice Delivery Rate	697 kWh	0.200	\$1.39
Metering Rate	27 Days	30.000	\$8.10
Online Bill Discount	0 kWh	-0.100	\$0.00
Direct Debit Discount	0 Days	-6.580	\$0.00
Electricity Authority Levy	697 kWh	0.170	\$1.18
Total Delivery			\$83.80

Special Fees and Promotions (Tax Inclusive)	
Total Special Fees	\$0.00

GST at 15%
 Current Invoice Charges (including GST) **\$20.99**
\$160.97

Payments and Credits this Period

Item	Date	Total
COUNTIES POWER DISCOUNT 2013	22/11/2013	-\$235.75
Payment - THANK YOU	27/11/2013	-\$329.13
Total		-\$564.88

How to Pay Your Account

- 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.
- Westpac Branch.** Westpac bank account number is 03-0252-0842407-000. 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.
- Credit Card.** To pay by credit card, call our customer service team on 0800 473 976.

- Cheque.** Attach your cheque to the payment slip and post to Pulse Energy, PO Box 10044, Auckland 1446.

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.

Metering Details

ICP Number: 0006401715CN5DF
 Meter Number: 9812816/1
 Previous Reading: 55600
 Current Read Type: Actual read
 Current Read: 55803
 Current Read Type: Estimate read
 kWh this period: 203

Meter Number: 2020746/1
 Previous Reading: 32870
 Previous Read Type: Actual read
 Current Read: 33016
 Current Read Type: Estimate read
 kWh this period: 146

Meter Number: 2020748/1
 Previous Reading: 23599
 Previous Read Type: Actual read
 Current Read: 23721
 Current Read Type: Estimate read
 kWh this period: 122

Meter Number: 9812817/1
 Previous Reading: 30102
 Previous Read Type: Actual read
 Current Read: 30328
 Current Read Type: Estimate read
 kWh this period: 226



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.

The details of each meter you have for your property.

This graph shows you a breakdown of the charges which make up your 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

COMPLAINTS

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

Grey Power Electricity is a trading name of Pulse Energy Ltd.

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 Grey Power Electricity charges you for your electricity.

Delivery

This includes 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 promotional credits or fees on your account will appear in this section.