

HOW TO READ YOUR BILL

Grey Power Electricity

In association with Pulse Energy

Statement / Tax Invoice

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

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Joe Bloggs
60 AB Sample Road
Sample Suburb
Auckland 2014

Your Account Summary

Total amount from 17 July 2015	\$44.70
Payments and Credits this Period	-\$44.70
Total Balance Remaining From Previous Statement	\$0.00
Electricity Charges	\$169.19
Total Amount Due by 3 September 2015	\$169.19

Your kWh History

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
3/9/2015	\$169.19	1/9/2015

Thank you for using Direct Debit

Pay at your local New Zealand Post retail outlet

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

ACTUAL ACCOUNT

Invoice Date: 17 August 2015

Your Grey Power 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

Freephone:
0800 473 976

Overseas:
+64 9 280 1819
(Monday to Friday 8am-8pm)

E-mail:
greypower@pulseenergy.co.nz

Fax:
09 378 4405

Electricity Faults:
0800 473 976

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.

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 Grey Power 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.

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.

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 16/07/2015 to 13/08/2015
Grey Power Electricity - Low User - Electra

Energy

Item	Quantity	Rate (cents)	Total
All Day Electricity Charge - Uncontrolled	576 kWh	8.389	\$48.32
Total Energy			\$48.32

Delivery

Item	Quantity	Rate (cents)	Total
Direct Debit Discount	29 Days	-6.580	-\$1.91
Network Services Fixed Daily	29 Days	15.000	\$4.35
Billing and Administration	576 kWh	2.740	\$15.78
Electricity Authority Levy	576 kWh	0.142	\$0.82
Invoice Delivery	576 kWh	0.200	\$1.15
Metering	576 kWh	1.460	\$8.41
Network Services Variable - Uncontrolled	576 kWh	12.290	\$70.79
Online Bill Discount	576 kWh	-0.100	-\$0.58
Total Delivery			\$98.81

GST at 15%

Current Electricity Charges (including GST)

\$22.06

\$169.19

Payments and Credits this Period

Item	Date	Total
Payment - Thank You	03/08/2015	-\$44.70
Total Payments and Credits this Period		-\$44.70

Metering Details

ICP: 1234567890AB12

Meter Number: 1234567/1

Previous Read Type: Actual read

Previous Read Reading: 15645

Current Read Type: Actual read

Current Read Reading: 16221

Current Read Type: Actual read

kWh this period: 576



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 Grey Power members 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.greypowerelectricity.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.

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 473 976**.

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.

Grey Power Electricity is the 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 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 promotional credits or fees on your account will appear in this section.