

HOW TO READ YOUR BILL

Grey Power Electricity

In association with Pulse Energy

Statement / Tax Invoice

Account No: 1234567890
Statement No: 1234567
GST No: 999-999-999

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Mr Sample
Sample Street
Sample Suburb
Sample City 0000

Your Account Summary

Opening Balance	\$96.59
Payments Received - Thank You	-\$96.59
Total Balance Remaining From Previous Statement	\$0.00
Electricity Charges	\$109.60
Broadband and Phone	\$105.95
Total Current Amount Due By 17 September 2019	\$215.55

Your Billed kWh History

Your Customer Care Team

Freephone:
0800 473 976
Overseas:
+64 9 280 1819
(Monday to Friday 8am-5pm)
E-mail:
greypower@pulseenergy.co.nz
Fax:
09 378 4405
Electricity Faults:
0508 VECTOR (0508 832 867)
www.vector.co.nz/outages

Payment Advice
Return this section with payment

Total Payment Option Amount \$215.55 []

Other Payment Amount \$ _____ []

Pay at your local New Zealand Post retail outlet

Pulse Energy Alliance LP, PO Box 10044, Dominion Road, Auckland 1446 www.greypowerelectricity.co.nz

ACCOUNT NUMBER
Your 7-10 digit Account 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 pay by SmoothPay or Direct Debit you will see this 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 this number.

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 or Estimate readings.

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: Sample Street, Sample Suburb, Sample City 0000

For the period from 28/07/2019 to 27/08/2019
Grey Power Electricity - Low User - Vector

Energy			
Item	Quantity	Rate (cents)	Total
All Day Electricity Charge - Inclusive	400 kWh	8.691	\$34.76
Total Energy			\$34.76
Delivery			
Item	Quantity	Rate (cents)	Total
Network Services Fixed Daily	31 Days	15.000	\$4.65
Electricity Authority Levy	400 kWh	0.120	\$0.48
Metering	400 kWh	1.734	\$6.94
Network Services Variable - All Inclusive	400 kWh	9.280	\$37.12
Online Bill Discount	400 kWh	-0.100	-\$0.40
Retailer Services	400 kWh	2.940	\$11.76
Total Delivery			\$60.55

GST at 15% **\$14.29**
Current Electricity Charges (including GST) **\$109.60**

Broadband and Phone

Item	Total
Unlimited Broadband Rate (Part Month 16 Aug 2019 - 25 Aug 2019)	\$29.81
Greypower Bundleup Discount (Part Month 16 Aug 2019 - 25 Aug 2019)	-\$5.68
Unlimited Broadband Rate (26 Aug 2019 - 25 Sep 2019)	\$84.00
Greypower Bundleup Discount (26 Aug 2019 - 25 Sep 2019)	-\$16.00
Total Broadband and Phone	\$92.13

GST at 15% **\$13.82**
Current Broadband and Phone charges (including GST) **\$105.95**

Payments and Credits this Period

Item	Date	Total

Metering Details

ICP: 9999999999999999

Meter Number: RX09999999/1

Previous Read Type: 39769

Current Read Type: Actual read

Current Reading: 40169

Current Read Type: Actual read

kWh this period: 400



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.

BROADBAND & PHONE

If you have added Broadband & Phone to your account, this will show here. Your Broadband payments are charged a month in advance. On your first Grey Power Electricity bill that includes Broadband and/or phone services, you will have a pro rata monthly charge, as well as a monthly charge. Your BundleUp Discount is also shown here.

The Phone Package that you have chosen will also be detailed here, along with any additional charges that may occur.

How to pay your account

- Direct Debit**
To set up Direct Debit visit greypowerelectricity.co.nz/online-direct-debit/
- Internet Banking**
Bank Account Name: Pulse Energy Alliance LP Bank: BNZ
Bank Account Number: 02-0108-0333798-029 Reference: Your Account No.
- Credit Card**
To pay by Credit Card, log in to your My Account at greypowerelectricity.co.nz/my-account

Feedback

If you have any feedback or concerns about our service or wish to lodge a complaint, please email resolutions@greypowerelectricity.co.nz.
In the unlikely event that we are unable to resolve your complaint, Grey Power Electricity is a member of the independent disputes resolution services provided by Utilities Disputes Ltd. You can contact them on **0800 22 33 40**.

Grey Power Electricity is a trading name of the Pulse Energy Alliance LP

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 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

PAYMENT OPTIONS

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

COMPLAINTS

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