

HOW TO READ YOUR BILL

Grey Power Electricity

In association with Pulse Energy

Statement / Tax Invoice

Account No: 1234567890
Statement No: 1234567
GST No: 119-262-070

Page 1 of 2

Mr Sample
Sample Street
Sample Suburb
Sample City 0000

Your Account Summary

Opening Balance	\$0.00
Payments Received	\$0.00
Total Balance Remaining From Previous Statement	\$0.00
Current Charges	\$268.27
Total Current Amount Due By 28 January 2019	\$268.27

Your Billed kWh History

Payment Advice
Return this section with payment

Total Payment Option	Amount \$268.27	[]
Other Payment Amount	\$ _____][

Pay at your local New Zealand Post retail outlet

New Zealand Post

Grey Power Electricity
In association with Pulse Energy
Account No: 1234567890

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

ACTUAL ACCOUNT

Invoice Date: 9 January 2019

Unlimited Broadband!*

We offer a range of broadband plans to suit your needs.

PLUS you'll receive one bill for your electricity and broadband with us.

*Terms apply.

Visit greypowerelectricity.co.nz/broadband for more information

Your Customer Care 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:
0508 VECTOR (0508 832 867)
www.vector.co.nz/outage

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 bank account automatically.

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.

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

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

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.

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

Detailed invoice for: SAMPLE STREET, SAMPLE SUBURB, SAMPLE CITY
For the period from 08/12/2018 to 06/01/2019
Grey Power Electricity - Low User - Vector

Energy			
Item	Quantity	Rate (cents)	Total
All Day Electricity Charge - Inclusive	538 kWh	8.691	\$46.76
Total Energy			\$46.76
Delivery			
Item	Quantity	Rate (cents)	Total
Direct Debit Discount	30 Days	-6.580	\$-1.97
Network Services Fixed Daily	30 Days	15.000	\$4.50
Electricity Authority Levy	538 kWh	0.110	\$0.59
Metering	538 kWh	1.460	\$7.85
Network Services Variable - All Inclusive	538 kWh	9.430	\$50.73
Retailer Services	538 kWh	2.940	\$15.82
Total Delivery			\$77.52
Broadband and Phone			
Item	Quantity	Rate (cents)	Total
Unlimited Broadband Rate (15 Jun – 14 Jul)			\$124.00
Greypower Monthly Bundleup Discount (15 Jun – 14 Jul)			-\$15.00
Total Broadband and Phone			\$109.00

GST at 15% \$34.99
Current Charges (including GST) \$268.27

Metering Details

ICP: 0123456789LCD03
Meter Number: RX12345678/1
Previous Reading: 67568
Previous Read Type: Actual read
Current Reading: 68106
Current Read Type: Actual read
kWh this period: 538



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 Pulse Energy 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** 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.
- Internet/Phone Banking** Pulse Energy is pre-registered with all major banks for internet and phone banking. To setup manually, please use:
Bank Account Name: Pulse Energy Alliance LP
Bank: BNZ
Bank Account Number: 02-0108-0333798-029
Reference: 9088721088
- Credit Card** To pay by credit card, call our customer care team on 0800 473 976.

- Cheque** You can also make a cheque out to 'Pulse Energy Alliance LP' and post it with payment advice slip to Pulse Energy Alliance LP, P O Box 10044, Auckland 1446.

Feedback and Complaints

If you have any feedback or concerns about our service or wish to lodge a complaint, please email resolutions@pulseenergy.co.nz or contact us on 0800 785 733. This service is free and we have a dedicated team to support you.

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 or visit www.utilitiesdisputes.co.nz

Grey Power Electricity is the trading name of 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.