

HOW TO READ YOUR BILL



STATEMENT / TAX INVOICE

Account No: 1234567890
Statement No: 9999999
GST No: 119-262-070

Page 1 of 2

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 DETAILS

Account holder name and postal address we have for this account.

Sample Name
Sample Address
Sample Suburb

YOUR ACCOUNT SUMMARY

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

Your Account Summary

Opening Balance	\$108.30
Payments Received - Thank You	-\$108.30
Total Balance Remaining From Previous Statement	\$0.00
Electricity Charges	\$230.13
Balance to pay if payment received by 18 May 2022	\$230.13

ACTUAL ACCOUNT

Invoice Date: 3 May 2022

Your Current Plan

Your Chosen Options:

- Low User
- All Energy Discount
- Online Billing
- Direct Debit
- SmoothPay

Your Customer Care Team

Freephone:
0800 968 736

Overseas:
+64 9 282 5046
(Monday to Friday 8am - 5pm)

E-mail:
customer.care@electraenergy.co.nz

Fax:
09 378 4405

Electricity Faults:
0800 567 876

YOUR CUSTOMER SERVICE TEAM

You can contact us by using these details.

ELECTRICITY FAULTS

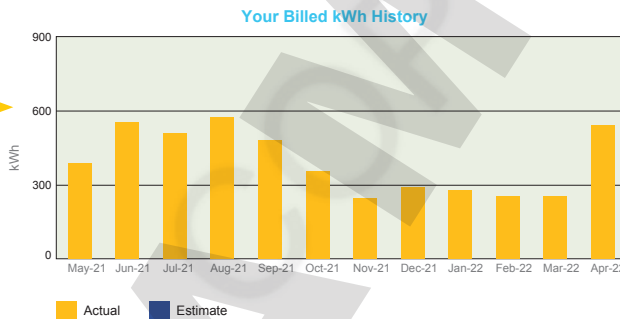
If you have any issues with your power supply please call us on this number.

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 Advice

Return this section with payment

Total Payment Due By 18 May 2022 Amount \$230.13 []
Other Payment Amount \$ _____ []

Pay at your local New Zealand Post retail outlet



PENAC_90886801613000023013



Account No: 1234567890

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

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.



STATEMENT / TAX INVOICE

Account No: 1234567890
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SUPPLY ADDRESS
The address we supply and the billing period for this invoice.

Detailed invoice for: SAMPLE ADDRESS, SAMPLE CITY
For the period from 17/04/2022 to 29/04/2022
Low User Electra

Energy table with columns: Item, Quantity, Rate (cents), Total. Includes Energy Rate - Uncontrolled Electricity, Energy Rate - Controlled Electricity, Price Promise Adjustment.

Delivery table with columns: Item, Quantity, Rate (cents), Total. Includes Early Termination Fee, Network Services Fixed Daily, Retailer Services, Electricity Authority Levy, Metering, Network Services Variable - Controlled, Network Services Variable - Uncontrolled, Retailer Services.

GST at 15% \$30.01
Current Electricity Charges (including GST) \$230.13

Payments and Credits this Period table with columns: Item, Date, Total. Includes Payment - Thank You on 02/05/2022 for -\$108.30.

Metering Details section containing ICP: 0099999999EL9B0, Meter Number: 999999999/1, Meter Number: 999999999/2, and a pie chart showing Energy 44.43%, Network 39.57%, Retail Service 10.08%, and Metering 5.92%.

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.

IMPORTANT 1 April - Price Change Notification

New electricity prices are coming on 1 April 2022. To see your new prices, please visit electraenergy.co.nz/price-info and enter your Account Number. Your pricing will be available to view from 1 March 2022. Otherwise, please refer to your first bill after 1 April 2022 for details.

Change to your payment period: From 1 April 2022, the payment period will reduce from 18 to 14 days. Please ensure you have sufficient funds in your account. To find out how this may affect your payment method, please visit electraenergy.co.nz/price-info

How to pay your account.

Direct Debit: To set up Direct Debit visit electraenergy.co.nz/directdebit
Internet Banking: Bank Account Name: Electra Energy Bank: BNZ Bank Account Number: 02-0668-0079556-000 Reference: Your Account No.
Credit Card: To pay by Credit Card, log in to your My Account at electraenergy.co.nz/myaccount
Feedback: If you have any feedback or concerns about our service or wish to lodge a complaint, please email resolutions@electraenergy.co.nz
Complaints: In the unlikely event that we are unable to resolve your complaint, Electra Energy is a member of the independent disputes resolution services provided by Utilities Disputes Ltd. You can contact them on 0800 22 33 40.
Powerswitch: Powerswitch is a free and independent energy price comparison website powerswitch.org.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 Electra Energy 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 electraenergy.co.nz

COMPLAINTS

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



PO Box 10044, Dominion Road, Auckland 1446
Freephone 0800 785 733 Fax +64 9 378 4405
electraenergy.co.nz