

HOW TO READ YOUR BILL

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	\$174.45
Payments Received - Thank You	-\$174.45
Total Balance Remaining From Previous Statement	\$0.00
Electricity Charges	\$181.17
Total Current Amount Due By 31 December 2018	\$181.17

Invoice Date: 12 December 2022

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 pulseenergy.co.nz/broadband for more information

Your Customer Care Team

Freephone: 0800 785 733
Overseas: +64 9 282 5046
(Monday to Friday 8am - 5pm)
E-mail: customer.care@pulseenergy.co.nz
Fax: 09 378 4405
Electricity Faults: 0508 VECTOR (0508 832 867) www.vector.co.nz/outages

Your Billed kWh History

Month	Actual kWh	Estimate kWh
Jan-18	600	600
Feb-18	600	600
Mar-18	600	600
Apr-18	600	600
May-18	600	600
Jun-18	600	600
Jul-18	600	600
Aug-18	600	600
Sep-18	600	600
Oct-18	600	600
Nov-18	600	600
Dec-18	600	600

Payment Advice
Return this section with payment

Total Payment Option Amount \$119.07 []
Other Payment Amount \$ []

Pay at your local New Zealand Post retail outlet

PENAC_10857169105000026907

New Zealand Post

Account No: 1234567890

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

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.

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.

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.

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 Road, Suburb, City
For the period from 15/11/2018 to 07/12/2018
Pulse Energy Simple Saver Plan – Vector Central and Northern

Energy			
Item	Quantity	Rate (cents)	Total
Energy Rate - All Day Electricity	452 kWh	9.500	\$42.94
Simple Saver Plan	425 kWh	1.5	-\$6.37
Total Energy			\$36.57

Delivery			
Item	Quantity	Rate (cents)	Total
Metering	23 Days	32.000	\$7.36
Network Services Fixed Daily	23 Days	101.000	\$23.23
Retailer Services	23 Days	20.000	\$4.60
Electricity Authority Levy	452 kWh	0.110	\$0.50
Network Services Variable - All Inclusive	452 kWh	5.510	\$24.91
Total Delivery			\$60.60

Other Services			
Item	Quantity	Rate (cents)	Total
Unlimited Broadband			\$69.00
BundleUp Discount			-\$15.00
Total Other Services			\$54.00

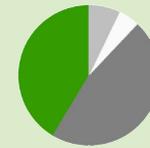
GST at 15% **\$23.63**
Current Electricity Charges (including GST) **\$181.17**

Payments and Credits this Period		
Item	Date	Total
Direct Debit Variable	07/12/2018	-\$174.45
Total Payments and Credits this Period		-\$174.45

Metering Details

ICP: 0123456789XXX12
Meter Number: RX12345678/1
Previous Reading: 67751
Previous Read Type: Actual read
Current Reading: 68203
Current Read Type: Actual read
kWh this period: 452

Meter Number: RX12345678/1
Previous Reading: 19
Previous Read Type: Actual read
Current Reading: 19
Current Read Type: Actual read
kWh this period: 0



Energy 41.47%
Network 46.49%
Retail Service 4.93%
Metering 7.11%

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. We also have smooth pay options available by direct debit.
- 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: 1085716910
- Credit Card** To pay by credit card, call our customer care team on 0800 785 733.

- 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, Pulse Energy 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

Pulse Energy 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 Pulse 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 pulseenergy.co.nz

COMPLAINTS

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

