

HOW TO READ YOUR BILL

Statement / Tax Invoice
 Account No: 1234567890
 Statement No: 1234567
 GST No: 119-262-070
 Page 1 of 2

YOUR DETAILS
 Mr Sample
 Sample Street
 Sample Suburb
 Sample City 0000

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

Opening Balance	\$174.45
Payments Received - Thank You	-\$174.45
Total Balance Remaining From Previous Statement	\$0.00
Electricity Charges	\$119.07
Broadband and Phone	\$146.02
Total Current Amount Due By 31 December 2019	\$265.09

ACTUAL ACCOUNT
 Invoice Date: 25 December 2019

YOUR PLAN DETAILS
Your Freedom Plan
 Your Chosen Options:
 Standard User
 Transparent Billing
 All Energy Discount
 Online Billing
 Direct Debit
 SmoothPay

YOUR CUSTOMER SERVICE 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
 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.

Month	kWh	Type
Jan-19	600	Actual
Feb-19	600	Actual
Mar-19	600	Actual
Apr-19	600	Actual
May-19	600	Actual
Jun-19	600	Actual
Jul-19	600	Actual
Aug-19	600	Actual
Sep-19	600	Actual
Oct-19	600	Actual
Nov-19	600	Actual
Dec-19	600	Actual

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.

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

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 PLAN DETAILS
 This section shows you the benefits you have chosen on your Pulse Energy Plan.

Please note – if you have chosen to pay by SmoothPay or Direct Debit you will see this here

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 26/11/2019 to 25/12/2019
Pulse Energy Freedom Online Plan - Standard User - Vector Central and Northern

Energy			
Item	Quantity	Rate (cents)	Total
Energy Rate - All Day Electricity	452 kWh	9.500	\$42.94
Total Energy			\$42.94
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

GST at 15% \$15.53
Current Electricity Charges (including GST) \$119.07

Broadband and Phone		Total
Unlimited Broadband Rate Part Month (10 – 25 Dec)		\$44.38
Broadband Bundleup Discount – Part Month (10 – 25 Dec)		\$7.39
Unlimited Broadband Rate (26 Dec – 25 Jan)		\$90.00
Monthly Broadband Bundleup Discount (26 Dec – 25 Jan)		\$15.00
Modem Delivery Fee		\$14.99
Total Broadband and Phone		\$126.98

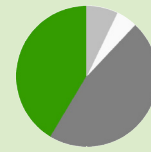
GST at 15% \$19.04
Current Broadband and Phone charges (including GST) \$146.02

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



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.

