

ENERGY A

1 Kate Johns
18 Shepherds Lane
Hamilton 3200

2 Your plan:
Anytime

3 Customer number:
19-0096-1724

4 ICP number:
0000161505BCKEO
Every residence has a unique installation control point (ICP) number. Your ICP number is handy to have if you're switching power companies so your property isn't confused with any other.

5 **Your bill**
\$142.01
Payment due on
20 November 2023

6 **GST number 65 384 825**
Tax invoice 2071180620
2 November 2023

8 **Could you save money on another plan?**
Based on your usage, our **Energy Saver plan** may cost you up to **\$95 less** a year than your current plan.
To switch plans, go to **energya.co.nz** or call us on **0800 123 321**.
We are legally required to provide you with this information.

9 **Need help with your bill?** ?
Phone: 0800 123 321
Email: help@energya.co.nz
Opening hours: 6am to 9pm – Mon to Fri

10 **Have you lost power?** ?
Phone: 0800 123 321
Opening hours: 24/7 – Mon to Fri

7 **How to pay** \$

Direct debit: Set up a direct debit with us at energya.co.nz/directdebit or call us on 0800 123 321.

Pay by phone: Call us on 0800 123 321 to pay by credit card.

Online banking: Pay direct to our bank 01-435-6789546-00 using your customer number 19-0096-1724 as the reference.

In person: Pay by cash, EFTPOS or credit card at any NZ Post Shop.

11 **Have a complaint?** If you have a complaint, please get in touch with us on 0800 123 321 or visit energya.co.nz/complaints.
For unresolved complaints you can contact Utilities Disputes, a free and independent disputes service, on 0800 22 33 40 or go to udl.co.nz.

12 Consumer Powerswitch is a free and independent energy price comparison site. Visit powerswitch.org.nz to check you're on the right plan for your needs.

This page shows the information bills should provide upfront.

The basic stuff

Electricity bills should provide clear information so consumers can easily see what they've been charged for power at their property. The bill should show:

- 1** The customer's name and the address of the premises where electricity is supplied
- 2** The name of the customer's electricity plan
- 3** The customer's account number
- 4** The property's installation control point (ICP) number. Every residence has a unique ICP number. This number is useful when consumers switch power company so their property isn't confused with another
- 5** The amount due and when it's due
- 6** The date the bill was issued
- 7** Information about ways to pay the bill

A 'best plan' notice

- 8** Electricity retailers can have a confusing array of pricing plans. We want bills to include a prominent notice letting customers know if they could reduce their bill by switching to another plan

Easy to find contact information

Consumers need to know how to contact their retailer and where to go if they have a complaint or want to compare power prices. Bills should clearly show:

- 9** Contact information for the retailer
- 10** A phone number to report faults and emergencies
- 11** A phone number for complaints and contact information for Utilities Disputes, the free dispute resolution scheme for consumers
- 12** A link to the Powerswitch price comparison website

Understanding your bill

13 This bill is based on your actual usage for **1 October 2023 – 31 October 2023**.

Here's a breakdown of your bill

	Previous reading	Current reading	Quantity	Rate	Amount
Electricity use The cost of your power consumption	30,000 14	30,425	425 kWh 15	22.35c per kWh 16	\$94.99
Daily supply charge The cost to deliver power to your home			31 days	90c per day 17	\$27.90
Electricity Authority Levy The cost to fund the Authority's work				.0014c per kWh 18	\$0.60
Subtotal					\$123.49
GST (15%)					\$18.52 19
Total					\$142.01

Payments since your last bill

September bill of \$179.77 paid in full on 20 October 2023. Thank you!

This page shows the information bills should provide to breakdown electricity costs for consumers.

Breakdown of power use

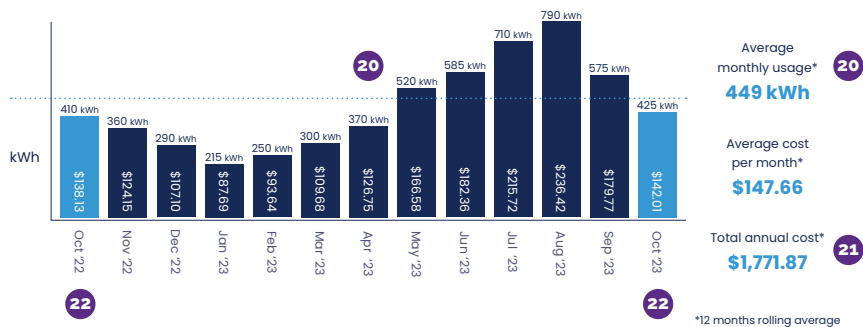
Consumers should be able to see how their bill was calculated. Bills should provide a breakdown of the amount due, showing:

- 13** The billing period
- 14** Meter readings at the beginning and end of the billing period
- 15** The amount of electricity used
- 16** The cost of the electricity used (cents per unit)
- 17** The daily line charge (cents per day)
- 18** The cost of the Electricity Authority Levy
- 19** GST

Consumers should also be told whether the bill is based on their actual or estimated electricity use. If it's estimated use, the bill should tell the consumer where to find instructions to read their meter.

Here's a breakdown of your electricity consumption and costs

21 Over the past 12 months, you used **5,390 kWh** of electricity



Information about power use over time

Information about electricity consumption and costs over time can help consumers better understand and manage their power use. Bills should show:

- 20** Monthly use in kilowatt hours (kWh) and what it costs on average
- 21** Annual use (kWh) and cost for the past 12 months
- 22** Where a bill was issued by the retailer for the corresponding billing period in the previous year, the cost and use (kWh) for the previous billing period (e.g., a bill issued in October 2023 should also show the customer's consumption information for October 2022)