

Your Name Here
21 Example Road
Mangere
Auckland 2022

Your Customer Number:

Invoice date
12 October 2021

Statement number
999910001

GST number
99-000-001

GET THE POWER

166 Featherston Street,
Wellington 6011

Our customer helpline hours are
Mon 8am to Fri 8pm:
Call 0800 999 9991

Your electricity account

Summary of payments since your previous account

Closing balance of your previous account \$ 236.00
Payments received \$ 236.00cr

Current account summary (refer to page 2 for details)

Current electricity charges \$ 146.24

Total amount due (if you pay after due date 31 Oct 2021) **\$ 146.24**

Total current GST: \$21.94 (refer to page 2 for details)

Ways to pay

Use the App

Use the Get the Power App to manage your account, wherever you are. Download from Google Play or the App Store.

Direct Debit

Pay your bill automatically every month from your bank account. Set this up on the Get the Power website, the Get the Power App or by calling us.

Credit/debit card direct debit

Pay by Credit/Debit Card. A 1% card fee will apply.

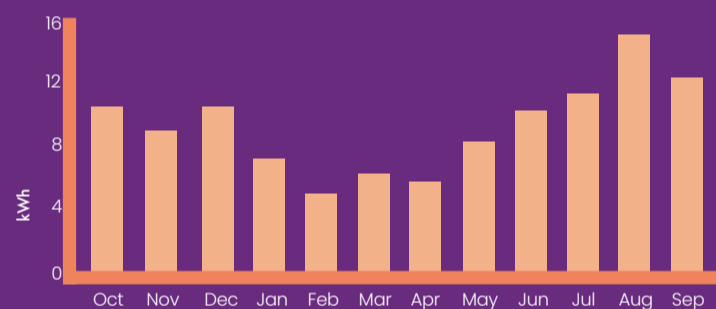
Internet and Phone Banking

Most banks have Get the Power set up as a Payee, otherwise our account number with ANZ is 01-0123-01234567-01. Please use your Customer Number and name in the reference fields.

Over the Phone

Call us to pay by Credit/Debit Card, or to set up a direct debit.

Average daily electricity usage



Current electricity usage

ICP	Previous reading	Current reading	Read type	Units used	Rate	Total
Choice power plan 0090911834AA-1Q9	8993	9442	Actual	449 @	20.00 c/unit	117.50
Daily fixed charge - standard user				30 days @	1.3300 c/day	9.67
Sub total						127.17
GST						19.07

Total current electricity charges

\$146.24

Your average daily electricity cost for the billing period is **\$5.04 including GST**

This bill covers the **30 day** period from **1 Sep 2021** to **30 Sep 2021**.
Your meter was read on **30 Sep 2021**

Feedback

If you have any concerns or feedback about our service or want to make a complaint please call us on 0800 300 400 or email us at help@getthepower.nz

If we're unable to resolve your complaint you can call the free independent dispute resolution service provided by Utilities Disputes on 0800 22 33 40 or visit utilitiesdisputes.co.nz.

If you're interested in comparing your plan to others, you can enter your usage data on powerswitch.org.nz.

POWERSWITCH
by consumer.



2. Power Company Information

This piece is also pretty easy as it usually just has the power company information. This could be a fancy logo, contact information, and an invoice date which is the day the bill was created.

1. Customer Information

This piece is easy – it should contain your name, customer number, and address. If it says to ‘The Occupier’ it means the company doesn’t know you and you haven’t set up a contract with them– give them a call to set up the best plan for your needs.

3. Charges

Your bill lists the charges that need to be paid along with any other outstanding charges if you’ve missed recent payments.

If you qualify for any discounts, you’ll usually find that alongside the outstanding amount due.

A very important piece of information on this piece is the due date the bill needs to be paid by. Try your best to pay the bill on time to avoid any late payment fees. If you think you won’t be able to pay your bill for any reason, get in touch with your power company. Your retailer’s support team will be able to offer you support if you’re having trouble paying your bill.

This part of the bill will also include the name of your plan and what period you’ve been billed for. Most power companies will bill you monthly but depending on your plan and how you’re paying you may be billed fortnightly or even weekly.

The plan you’re on might not necessarily be the right one for you. You can use a website like Powerswitch to compare plans and retailers and find the best deal for you.

5. Graph of power use

Some companies have a handy graph of usage which charts how much electricity you’ve used each month so you can see trends over time. These graphs usually show power use increasing over the winter months and decreasing in summer months. This graph is a good way to see if your habits match the usage the power company has recorded and charged you for – if something doesn’t look right call your power company to ask.

4. Ways to pay

This part of the bill outlines ways you can pay your bill. The easiest way is usually by internet banking these days, but most retailers also accept phone banking, direct debit, and credit or debit card payments.

6. Your power use data

This part of your power bill is confusing at first glance, but is less complicated than you might think.

This piece breaks down how many units of electricity you’ve used and the price of the units, and the price you’ve paid to get the electricity to your house. These two items on your bill are called the “variable charge” and “fixed charge”.

The variable charge is the cost of the power you’ve used, displayed in kWh (kilowatt hours) or sometimes referred to as “units”. This is a measurement of how much power you’ve used during the billing period, and you’ve charged per unit used.

The fixed charge is the cost of getting the power to your house and other essentials like your power meter. Your fixed charge is charged per day is the same regardless of how much power you use.

7. Call when you need help

The most important thing to keep in mind is to get in touch with your retailer if you’re unsure about anything in your bill, if you think something might be wrong, or if you think you won’t be able to pay your bill for whatever reason. Your retailer’s support team will be able to explain your bill to you and can offer you support if you’re having trouble paying your bill.

If you’re unable to resolve the issue to your satisfaction, Utilities Disputes provides an independent and free service that can help resolve challenging issues. Find out more at havethepower.nz.