



## Contact us

Our Customer Care team are available 7am-9pm  
Monday to Friday and 8am-5pm Saturday.

Account enquiries call **0800 80 9000**  
or email [help@contactenergy.co.nz](mailto:help@contactenergy.co.nz)

Electricity faults 24hrs (network co) **0800 286 476**  
Gas faults 24hrs **0800 80 9000**

To find out more, visit [contactenergy.co.nz](http://contactenergy.co.nz)

01



CONAC 05001254830000028555

Your bill for XiXrXaXMtXiXsXn  
for 15 Oct 2013 to 13 Dec 2013

## Tax Invoice/Statement

GST number 65 384 825

Invoice number 100000693

Statement date 17 Dec 2013

03

04

## 01. Barcode

This is used by NZ Post and Westpac branches to process your payment, if you make your payment there.

## 02. Contact details

If you have a query or a niggly feel free to get ahold of us using our toll-free number during our opening hours. If you're experiencing a fault, you'll find our faults toll-free number here too.

## 03. GST

Our GST number

## 04. Statement date

The date your invoice was generated

## 05. Your address

Your name and address

## 06. Account number

Your account number is used for all sorts of things and we'll need it if you give us a call, so keep it handy!

## 07. Supply address

This is the place where we're supplying your energy to

## 08. Previous balance

This is the amount of your last bill

## 09. Payments & transactions

These are the payments and transactions we've processed since your last bill

## 10. Opening balance

The amount due from your last bill

## 11. Total current charges

This is the amount you owe for this billing period, before any prompt payment discount

## 12. Total amount due

The total amount including any outstanding charges, to pay before any prompt payment discount

## 13. Discounted amount due

Total amount due including any prompt payment discount

## 14. Prompt payment discount

The amount you'll save if you pay in full by the due date. You must also meet any other conditions of your prompt payment discount.



05

Mrs J Smith  
FLAT 1/1001 Queen St  
Hastings 4122

## Your account number

500125483

Thanks for choosing Contact

06

07

## Supply address

FLAT 1/1001 Queen St  
Hastings 4122

Your next meter reading  
will be on approximately  
14 January

## Estimated reading

Previous activity	Charges	Credits	
Previous balance			\$344.37
Incoming payment (14 Nov 13)		\$344.37	
<b>Balance outstanding</b>			<b>\$0.00</b>
Summary of Current activity	Charges	Credits	
Electricity charges	\$121.78		
Natural gas charges	\$126.52		
GST	\$37.25		
<b>Total current charges</b>			<b>\$285.55</b>
<b>Total amount due</b>			<b>\$285.55</b>
Save \$42.84 with your DualEnergy discount			<b>\$242.71</b>
due date 31 Dec 2013		(includes \$31.66 of GST on current charges)	

14

Your payment of \$242.71 will be direct debited from your bank account on 31 Dec 2013. To change this, please contact us at least two days before this date.

For more detail, please turn the page

Energy	Meter Number	Read Date	Previous Reading	Current Reading	Units used	Conversion Factor	Energy units
Electricity	8540256:1	13 Dec 13	87458	87818	360		360kWh
Electricity	AU04240:1	13 Dec 13	07853	07853	0		0kWh
Natural gas	1000328:1	13 Dec 13	0221	0263	42	11.3745	478kWh

The Conversion Factor is used to convert gas units into kilowatt hours (kWh), and is calculated in accordance with NZS 5259 Gas Industry Standard

Estimated reading as at 13 Dec 13

### Electricity charges - installation connection point (ICP) 0000550673HB5D5 from 15 Oct 13 to 13 Dec 13 (60 days).

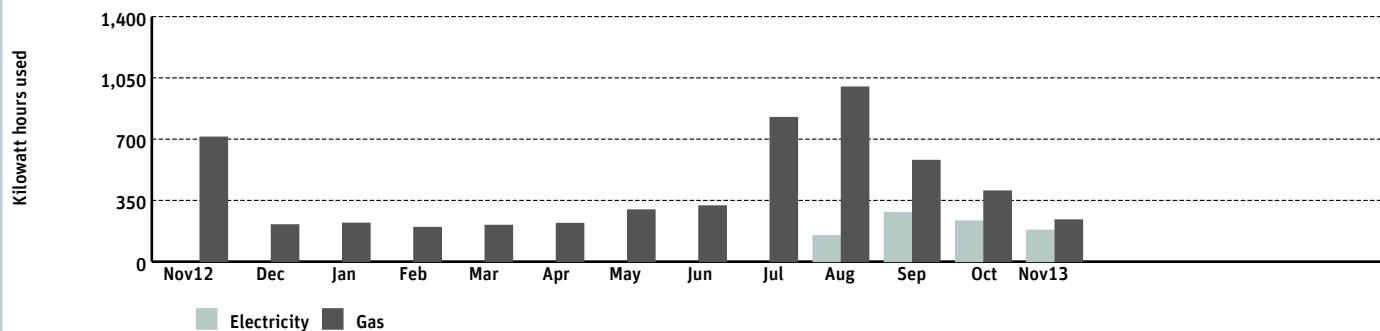
Daily Charge Less than 15kVA (Low User)	60 days @	33.330 cents per day	\$20.00
All Day Economy Less than 15kVA (Low User)	360 kWh @	28.124 cents per kWh	\$101.25
Electricity Authority Levy	360 kWh @	0.146 cent per kWh	\$0.53
<b>Total Electricity charges</b>			<b>\$121.78</b>

Estimated reading as at 13 Dec 13

### Natural gas charges - installation connection point (ICP) 0002031101QT6AC from 15 Oct 13 to 13 Dec 13 (60 days).

Living Smart Daily Charge	60 days @	1.567 dollars per day	\$94.02
Living Smart	478 kWh @	6.445 cents per kWh	\$30.81
Gas Industry Company Fees	60 days @	2.820 cents per day	\$1.69
<b>Total Natural gas charges</b>			<b>\$126.52</b>

### Your electricity and gas usage



For more information, register for Online Services at [contactenergy.co.nz/onlineservices](http://contactenergy.co.nz/onlineservices)

#### About your energy use graph

The data for the monthly graph is calculated on a calendar month rather than billing period so your bill and monthly graph may slightly differ.

We welcome customer feedback. If you have a complaint, please contact us on 0800 80 9000 or email [help@contactenergy.co.nz](mailto:help@contactenergy.co.nz). If we cannot resolve your complaint, you can contact the Electricity and Gas Complaints Commissioner's free and independent service on 0800 22 33 40.

## 01. Energy type

The type of energy you used, either electricity or natural gas

## 02. Meter number

The meter number on your electricity or gas meter

## 03. Read date

The date we read your meter

## 04. Previous reading

The meter reading last time we read your meter

## 05. Current reading

What your current reading is

## 06. Units used

The number of meter units you used since your previous reading

## 07. Conversion factor

This number converts natural gas meter readings into kWh

## 08. Electricity reading type

Tells you if the latest reading was and actual or estimated reading

## 09. Electricity charges

The fixed and variable charges that make up your electricity bill

## 10. Total electricity charges

Your total current electricity charges, before any prompt payment discount. This amount excludes GST

## 11. Natural gas reading type

Tells you if the latest reading was and actual or estimated reading

## 12. Natural gas charges

The fixed and variable charges that make up your natural gas bill

## 13. Total natural gas charges

Your total current natural gas charges, before any prompt payment discount. This amount excludes GST

## 14. Your usage graph

This shows your electricity and natural gas usage over the past 12 months, or 2 years if you only have electricity with us