



Support

To view and manage your account, use our app or sign in to My Account at contact.co.nz/myaccount.
If you need to speak with someone, you can reach us on **0800 507 000** during business hours.
Electricity faults 24hrs (network co) 0800 80 09 35

1



CONAC 05010869155000126126

Your bill for 28 Jul 2026 to 27 Aug 2026

Tax Invoice/Statement

GST number 65 384 825

Invoice number 101120610

3 Statement date 1 Oct 2026

Invoice Copy



Sam Example
123 Sample Road
Anytown 9999

Your next meter reading
will be on approximately
27 October

Your account number

4 123456789

Thanks for choosing Contact

Estimated reading

Previous activity	Charges	Credits
Previous balance		5 \$847.41
Total previous charges		6 \$847.41
Summary of Current activity	Charges	Credits
Fixed daily charges	\$77.28	
Variable charges	\$282.59	
Energy credit		7 \$130.43
GST	8 \$34.41	
Total current charges		\$394.28
Total amount due - please pay by 15 Oct 2026		\$1,241.69

Your payment of \$394.28 will be direct debited from your bank account on 15 Oct 2026. To change this, please contact us at least two days before this date.



9

10

Energy used by 123 Sample Road, Anytown 9999 - installation connection point (ICP) 0000018700WE123 from 28 Jul 26 to 27 Aug 26 (31 days)

Energy	Meter Number	Read Date	Previous Estimated Reading	Current Estimated Reading	Units used	Energy units
Electricity	208108232:1	27 Aug 26	060694	061580	886	886kWh
Electricity	208108232:2	27 Aug 26	031080	031414	334	334kWh

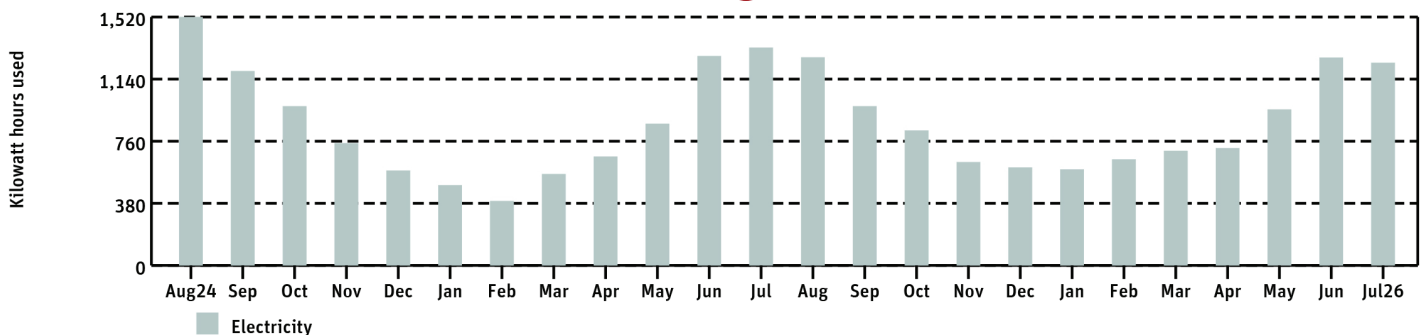
Fixed daily charges

Daily Charge	31 days @	2.493 dollars per day (excl. GST)	\$77.28
		2.867 dollars per day (incl. GST)	
Fixed charges total (excl. GST)			\$77.28

Variable charges

Anytime	886 kWh @	25.300 cents per kWh (excl. GST)	\$224.16
		29.095 cents per kWh (incl. GST)	
Economy	334 kWh @	16.800 cents per kWh (excl. GST)	\$56.11
		19.320 cents per kWh (incl. GST)	
Electricity Authority Levy	1,220 kWh @	0.190 cent per kWh (excl. GST)	\$2.32
		0.219 cent per kWh (incl. GST)	
Variable charges total (excl. GST)			\$282.59

Your electricity usage



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.

Your bill comparison

Billing Period	Days	Description	kWh	Charges (incl. GST)
28 Jul 2026 to 27 Aug 2026	31	Electricity used	1,220 kWh	\$394.28
27 Jun 2026 to 27 Jul 2026	31	Electricity used	1,243 kWh	\$423.13

About your bill comparison

This information shows your electricity usage (electricity used) and, if applicable, export (electricity sold) to help you easily compare your last two billing periods. Charges include fixed and variable electricity charges (incl. GST) only. They exclude gas, broadband, credits and other adjustments so may differ from your total amount due.

Did you know you can manage your account online via 'My Account' or our app? Visit contact.co.nz/myaccount to register. Here you'll find a quick and easy way to make sure all your details like phone numbers etc are up to date and see more info about your usage/consumption data.

You can also use WhatsApp or Facebook Messenger if you have any questions. You'll find links to these under 'Contact us' at contact.co.nz

Utilities Disputes can help with energy complaints we can't resolve. It is free and independent.

0800 22 33 40 utilitiesdisputes.co.nz



ELECTRICITY
AUTHORITY
TE MANA HIKO

Are you on the best power plan for you?

For a free, independent comparison, check at

billy.govt.nz or powerswitch.org.nz

How to read your bill

Lets get down to the detail. Once you know your way around your Contact bill, you'll feel more comfortable understanding what you owe and why.

Front of bill

- 1 **Barcode:** This is used if you make an in person (over the counter) payment.
- 2 **Contact details:** If you have a query, you can contact us through our app or My Account (go to the Support section, navigate down to Contact us). Or feel free to give us a call. If you're experiencing a fault, you'll find our faults toll-free number here too.
- 3 **Statement date:** The date your invoice was generated.
- 4 **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!
- 5 **Previous balance:** This is the amount of your last bill.
- 6 **Opening balance:** The amount due from your last bill.
- 7 **Credit:** Credits display minus GST, for example this credit amount including GST is \$150.
- 8 **GST:** A combination of the GST you get charged minus the GST you receive from any credits.

Back of bill

- 9 **ICP number:** (Installation Control Point). Each house has its own ICP number and this is what identifies your home's connection to the electricity network. ICP numbers are linked to properties, not people.
- 10 **Bill period:** How many days the bill is for.
- 11 **Meter details:** The details of the meter (or meters if you've got more than one).
- 12 **Read type:** Whether the billed amount is based on actual or estimated usage.
- 13 **Units used:** How many units of electricity your home has used during this billing period in kilowatt hours (kWh).
- 14 **Fixed Daily charge:** A fixed rate that you're charged each day regardless of how much power you've used. This varies between pricing plans and is made up of things like meter rentals, overhead costs (including meter reading) and usually a fixed fee charged by network operators or lines companies.
User type: This will also show if your home is on a Low or Standard user plan type (you can choose this). This example is a Low User type as noted in brackets.
- 15 **Variable charge:** The cost of each unit of electricity used. If you have controlled and uncontrolled meters there should be different rates for each meter.
- 16 **EA Levy:** This covers the cost of the Electricity Authority regulating the electricity industry.
- 17 **Usage graph:** This shows usage over a two year period, handy if you want to calculate total usage over one or two years. If you have a smart meter, a more detailed graph can be found in our app.
- 18 **Bill comparison:** Information to help you compare your last two billing periods.