



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 226 682

1



CONAC 05016728095000015750

Your bill for 8 Feb 2025 to 7 Mar 2025

Credit Note/Tax Invoice/Statement

GST number 65 384 825

Invoice number 2101446238

Statement date 10 Mar 2025

3

Invoice Copy



Mrs A Smith
PO Box 226741
Huntington
Hamilton 3210

Your next meter reading
will be on approximately
8 April

Your account number

509142334

Thanks for choosing Contact

		reading	
Previous activity	Charges	Credits	
Previous balance			\$555.37
Incoming Payment (3 Mar 25)		\$405.37	
Balance outstanding			\$150.00
Summary of Current activity	Charges	Credits	
Fixed daily charges	\$70.20		
Variable charges	\$66.76		
Energy Wellbeing Credit		\$130.43	
GST	\$0.97		
Total current charges			\$7.50

Total amount due - please pay by 24 Mar 2025

\$157.50

For energy complaints we can't resolve:
utilitiesdisputes.co.nz
To get a price comparison for your home:
powerswitch.org.nz



10

11

Energy used by 7a Barwick Grove, Huntington, Hamilton 3210 - installation connection point (ICP) 0000012345UN609 from 20 Mar 25 to 17 Apr 25 (29 days)

Energy	Meter Number	Read Date	Previous Actual Reading	Current Actual Reading	Units used	Energy units
Electricity	214077982:1	17 Apr 25	009184	009249	65	65kWh
Electricity	214077982:2	17 Apr 25	008659	008710	51	51kWh

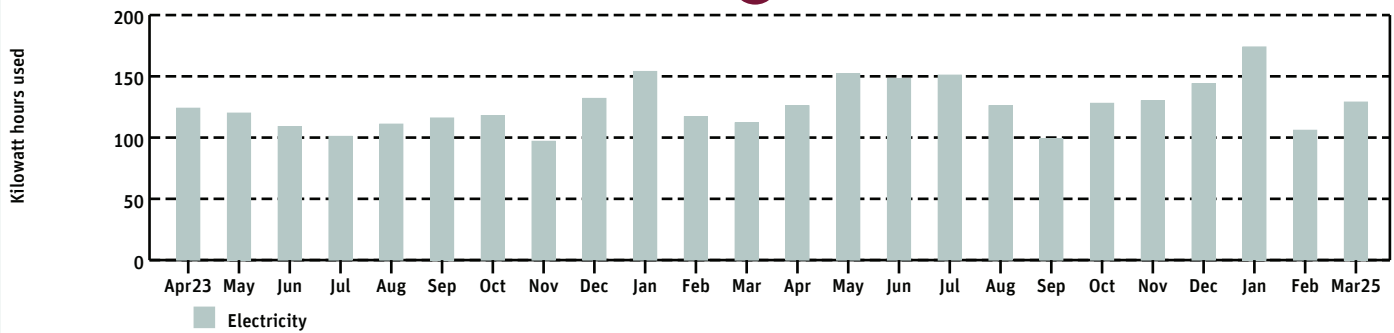
Fixed daily charges

Daily Charge (Low User)	29 days @	1.200 dollars per day	\$34.80
Fixed charges total			\$34.80

Variable charges

Anytime (Low User)	65 kWh @	32.700 cents per kWh	\$21.26
Economy (Low User)	51 kWh @	28.000 cents per kWh	\$14.28
Electricity Authority Levy	116 kWh @	0.170 cent per kWh	\$0.20
Variable charges total			\$35.74

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.

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

How to read your Contact bill



Let's get down to the detail. Once you know your way around your 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, please send us an email or call us on our toll-free number during opening hours. 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 Payments and transactions:** These are the payments and transactions we've processed since your last bill.
- 7 Opening balance:** The amount due from your last bill.
- 8 Credit:** Credits display minus GST, for example this credit amount including GST is \$150.
- 9 GST:** A combination of the GST you get charged minus the GST you receive from any credits.

Back of bill

- 10 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.
- 11 Bill period:** How many days the bill is for.
- 12 Meter details:** The details of the meter (or meters if you've got more than one).
- 13 Read type:** Whether the billed amount is based on actual or estimated usage.
- 14 Units used:** How many units of electricity your home has used during this billing period in kilowatt hours (kWh).
- 15 User type:** You can choose if your home is on a Low or Standard user plan type.
- 16 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.
- 17 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.
- 18 EA Levy:** This covers the cost of the Electricity Authority regulating the electricity industry.
- 19 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.