Electricity bills: key information consumers need





GST number 65 384 825 Tax Invoice 2071180620 2 November 2023

- 18 Shepherds Lane Hamilton 3200
- **Anytime**
- Customer number 19-0096-1724

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.

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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



Phone: 0800 123 321

Opening hours: 6am to 9pm - Mon to Fri

Have you lost power?

Phone: 0800 123 321

Opening hours: 24/7 - Mon to Fri



How to pay (5)

Email: help@energya.co.nz

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

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

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

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

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.

Visit powerswitch.org.nz to check you're on the right plan for your needs.

Consumer Powerswitch is a free and independent energy price comparison site.



UTILITIES DISPUTES

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
- 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
- The amount due and when it's due
- 6 The date the bill was issued
- 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

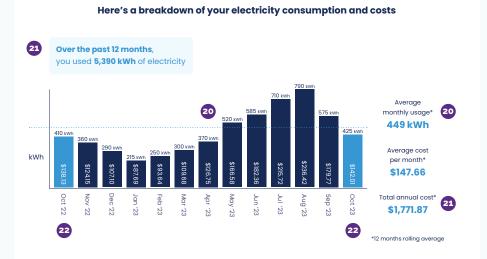
Consumers need to know how to contact their retailer and where to go if they have a complaint or want to compare power prices. Bills should clearly show:

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

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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
- Meter readings at the beginning and end of the billing period
- 15 The amount of electricity used
- The cost of the electricity used (cents per unit)
- The daily line charge (cents per day)
- 18 The cost of the Electricity Authority Levy
- 49 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.

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
- Annual use (kWh) and cost for the past 12 months
- 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)