

# HOW TO READ YOUR BILL

**Pioneer energy**

Statement / Tax Invoice  
Account No: 1234567890  
Statement No: 9999999  
GST No: 119-262-070  
Page 1 of 2

SAMPLE NAME  
SAMPLE ADDRESS  
SAMPLE CITY 0000

**YOUR ACCOUNT SUMMARY**  
Your Account Summary shows the total balance to pay and the due date (Total Amount Due).

Opening Balance	\$134.62
Payments Received - Thank You	-\$134.62
Total Balance Remaining From Previous Statement	\$0.00
Electricity Charges	\$117.62
<b>Total Current Amount Due By 8 December 2022</b>	<b>\$117.62</b>

**YOUR BILLED kWh HISTORY**

Actual Estimate

**Thank you for choosing to pay by Direct Debit**  
no action required  
The schedule below sets out the payment(s) that will be direct debited from your bank account/credit card on the due date(s) specified, UNLESS YOU INSTRUCT US OTHERWISE by the cancellation date(s) specified.

Due Date	Payment Amount	Cancel Date
8/12/2022	\$117.62	6/12/2022

**Pioneer energy**

Account No: 1234567890

**New Zealand Post**

Pulse Energy Alliance LP, PO Box 10044, Dominion Road, Auckland 1446 [www.pioneerenergyretail.co.nz](http://www.pioneerenergyretail.co.nz)

## YOUR DETAILS

Account holder name and postal address we have for this account.

## YOUR ACCOUNT SUMMARY

Your Account Summary shows the total balance to pay and the due date (Total Amount Due).

## TOTAL AMOUNT DUE

This is the total amount you need to pay by the date provided.

## YOUR KWH HISTORY

This graph shows your kWh history, or how much power you have used over a certain period. You will be able to see which months were based on Actual readings and which months' were Estimates.

## PAYMENT BY DIRECT DEBIT

If you pay by Direct Debit this slip will say "Direct Debit" and the amount due will be deducted from your bank account automatically.

## ACCOUNT NUMBER

Your 7-10 digit Account Number helps us to identify you in our system.

## READ TYPE

This shows whether your bill is based on an Actual or Estimate read.

## YOUR CUSTOMER SERVICE TEAM

You can contact us by using these details.

## ELECTRICITY FAULTS

If you have any issues with your power supply please call us on this number.

**SUPPLY ADDRESS**

The address we supply and the billing period for this invoice.

**Detailed invoice for: SAMPLE ADDRESS, SAMPLE SUBURB, SAMPLE CITY**

For the period from 23/10/2022 to 20/11/2022  
Pioneer Energy Low User Aurora Clyde-Cromwell

Energy			
Item	Quantity	Rate (cents)	Total
Energy rate - Uncontrolled Electricity	353 kWh	13.140	\$46.38
Energy rate - Exported Electricity	186 kWh	-8.070	-\$15.01
Price Promise Adjustment	353 kWh	-3.000	-\$10.59
<b>Total Energy</b>			<b>\$20.78</b>

Delivery			
Item	Quantity	Rate (cents)	Total
Network Services Clyde-Cromwell Fixed Daily	29 Days	30.000	\$8.70
Retailer Services	29 Days	15.000	\$4.35
Electricity Authority Levy	353 kWh	0.130	\$0.46
Metering	353 kWh	1.542	\$5.44
Network Services Variable - Uncontrolled	353 kWh	16.225	\$57.27
Retailer Services	353 kWh	1.497	\$5.28
<b>Total Delivery</b>			<b>\$81.50</b>

**GST at 15%** **\$15.34**  
**Current Electricity Charges (including GST)** **\$117.62**

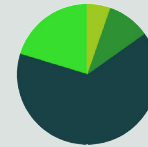
Payments and Credits this Period		
Item	Date	Total
Direct Debit	10/11/2022	-\$134.62
<b>Total Payments and Credits this Period</b>		<b>-\$134.62</b>

**Metering Details**

ICP: 0000999999CE20E

Meter Number: 999999999/1  
Previous Reading: 46474  
Current Reading: 46827  
Current Read Type: Actual read kWh this period: 353

Meter Number: 999999999/2  
Previous Reading: 15818  
Current Reading: 16004  
Current Read Type: Actual read kWh this period: 186



**METERING DETAILS**

A detailed description of your meter(s).  
**ICP Number.**  
An ICP number is assigned by your Lines Network to help identify each metering point on your property.

**PIE GRAPH**

This graph shows you the percentage of the different charges which make up your bill. You will be able to see a clear break down of Energy, Network, Metering and Retail Service charges.

**Make sure you are on the best plan for your home**

You could save money on your electricity bill simply by making sure you are on the right User Plan for your home. If you have been with us for over a year, you are able to view your annual consumption on the front page of your bill and also by requesting it online. To find out more about Standard User and Low User Plans or request consumption data go to [pioneerenergyretail.co.nz/userplans](http://pioneerenergyretail.co.nz/userplans)

**How to pay your account**

- Direct Debit**  
To set up Direct Debit visit [pioneerenergyretail.co.nz/directdebit](http://pioneerenergyretail.co.nz/directdebit)
- Internet Banking**  
Bank Account Name: Pulse Energy Alliance LP Bank: BNZ  
Bank Account Number: 02-0108-033798-029 Reference: Your Account No.
- Credit Card**  
To pay by Credit Card, log in to your My Account at [pioneerenergyretail.co.nz/my-account](http://pioneerenergyretail.co.nz/my-account)

If you have any feedback or concerns about our service or wish to lodge a complaint, please email [resolutions@pioneerenergyretail.co.nz](mailto:resolutions@pioneerenergyretail.co.nz).

In the unlikely event that we are unable to resolve your complaint, Pioneer Energy Retail is a member of the independent disputes resolution services provided by Utilities Disputes Ltd. You can contact them on **0800 22 33 40**.

Powerswitch is a free and independent energy price comparison website [powerswitch.org.nz](http://powerswitch.org.nz)

Pioneer Energy Retail is a trading name of the Pulse Energy Alliance LP

**YOUR BILL**

An outline of your electricity usage (rates are exclusive of GST) from a certain billing period. This is divided up into three sections so you know what you are paying for:

**Energy**

What Pioneer Energy Retail charges you for your electricity.

**Delivery**

This is all charges related to the delivery of your electricity and includes Network Services, Retailer Services, Metering and the Electricity Authority Levy.

**Special Fees & Promotions**

Any promotional credits or fees on your account will appear in this section

**PAYMENT OPTIONS**

We offer a variety of payment options to suit your needs. For more information visit our website at [pioneerenergyretail.co.nz](http://pioneerenergyretail.co.nz)

**COMPLAINTS**

If you have a complaint we have not been able to address, you can use these contact details.