

# HOW TO READ YOUR BILL

**Pioneer energy**

**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.

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

**ACTUAL ACCOUNT**  
Invoice Date: 23 November 2022

**Your Freedom Plan**

Your Chosen Options:  
 Low User  
 Price Protection\*  
 Transparent Billing  
 All Energy Discount  
 Online Billing  
 Direct Debit  
 SmoothPay

\*Price Protection applies to the components specified in your Product Schedule or Terms and Conditions

**Your Customer Care Team**

**Freephone:**  
0800 843 769  
**Overseas:**  
+64 9 282 5047 (Monday to Friday 8am - 5pm)  
**E-mail:**  
customer.care@pioneerenergyretail.co.nz  
**Fax:**  
09 378 4405  
**Electricity Faults:**  
0800 843 769

**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.

**Your Account Summary**

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

**Your Billed kWh History**

Month	Actual (kWh)	Estimate (kWh)
Dec-21	300	300
Jan-22	350	350
Feb-22	300	300
Mar-22	250	250
Apr-22	300	300
May-22	550	550
Jun-22	600	600
Jul-22	450	450
Aug-22	150	150
Sep-22	500	500
Oct-22	400	400
Nov-22	350	350

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

### Metering Details

ICP: 0000999999CE20E

Meter Number: 9999999999/1  
Previous Reading: 46474  
Current Read Type: Actual read  
Current Reading: 46827  
Current Read Type: Actual read  
kWh this period: 353

Meter Number: 9999999999/2  
Previous Reading: 15818  
Previous Read Type: Actual read  
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 breakdown of Energy, Network, Metering and Retail Service charges.

### 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

#### Total Energy

\$20.78

#### 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

#### Total Delivery

\$81.50

#### 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
Total Payments and Credits this Period		-\$134.62

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

#### How to pay your account

- 1 **Direct Debit**  
To set up Direct Debit visit [pioneerenergyretail.co.nz/directdebit](http://pioneerenergyretail.co.nz/directdebit)
- 2 **Internet Banking**  
Bank Account Name: Pulse Energy Alliance LP Bank: BNZ  
Bank Account Number: 02-0108-0333798-029 Reference: Your Account No.
- 3 **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)

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)

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.