

HOW TO READ YOUR BILL

BLACK BOX POWER

Statement / Tax Invoice

Account No: 1234567890
Statement No: 9999999
GST No: 119-262-070

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

Sample Name
Sample Address
Sample Suburb
Sample City 0000

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

Your Account Summary

Opening Balance	-\$8.08
Payments Received - Thank You	-\$280.00
Total Balance Remaining From Previous Statement	-\$288.08
Electricity Charges	\$313.13
Broadband and Phone	\$97.75
Total Current Amount Due By 12 October 2022	\$122.80

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

Invoice Date: 27 September 2022

Unlimited Broadband!
From **\$65** per month*
when you bundle up your Electricity and Broadband with us.

*Eligibility criteria applies, plan only available on the Chorus network.

For more information visit blackboxpower.co.nz/broadband

Your Customer Care Team

YOUR CUSTOMER SERVICE TEAM
You can contact us by using these details.

Freephone: 0800 269 769
Overseas: +64 9 282 5047
(Monday to Friday 8am - 5pm)
E-mail: customer.care@blackboxpower.co.nz
Fax: 09 378 4405
Electricity Faults: 0800 269 769

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

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.

Your Billed kWh History

Month	Actual kWh	Estimate kWh
Oct-21	550	
Nov-21	700	
Dec-21	700	
Jan-22	700	
Feb-22	550	
Mar-22	500	
Apr-22	500	
May-22	650	
Jun-22	800	
Jul-22	1100	
Aug-22	1100	
Sep-22	1000	

Payment advice
return this section with payment

BLACK BOX POWER

Total Payment Option Amount \$122.80 []
Other Payment Amount \$ []

Pay at your local New Zealand Post retail outlet

New Zealand Post

Account No: 1234567890

Pulse Energy Alliance LP, PO Box 10044, Dominion Road, Auckland 1446 www.blackboxpower.co.nz

BARCODE

If you choose to pay at your local NZ Post this is the barcode they will use to locate your account.

PLEASE NOTE:

This is a sample barcode ONLY; it is not to be used to make any payments towards your power account.



SUPPLY ADDRESS

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

Detailed invoice for: Sample Address, Sample City, Sample Suburb

For the period from 25/08/2022 to 24/09/2022
Black Box Standard User PowerCo Western

Energy			
Item	Quantity	Rate (cents)	Total
Energy Rate - Uncontrolled Electricity	1028 kWh	15.441	\$158.73
Price Promise Adjustment	1028 kWh	-2.800	-\$28.78
Total Energy			\$129.95

Delivery			
Item	Quantity	Rate (cents)	Total
Metering	31 Days	38.000	\$11.78
Network Services Daily Charge	31 Days	15.000	\$4.65
Retailer Services	31 Days	39.000	\$12.09
Electricity Authority Levy	1028 kWh	0.130	\$1.34
Network Services Variable Charge - Uncontrolled	1028 kWh	10.942	\$112.48
Total Delivery			\$142.34

GST at 15%	\$40.84
Current Electricity Charges (including GST)	\$313.13

Broadband and Phone	
Item	Total
Unlimited Broadband FIBRE100 (26 Sep 2022 - 25 Oct 2022)	\$90.00
Broadband Bundleup Discount (26 Sep 2022 - 25 Oct 2022)	-\$15.00
National Landline Plan (26 Sep 2022 - 25 Oct 2022)	\$10.00
Total Broadband and Phone	\$85.00

GST at 15%	\$12.75
Current Broadband and Phone charges (including GST)	\$97.75

Payments and Credits this Period		
Item	Date	Total
Payment Thank You	01/09/2022	-\$70.00

Metering Details

ICP: 0099999990PCB12

Meter Number: 999999999/1
Previous Reading: 87189
Previous Read Type: Actual read
Current Reading: 88217
Current Read Type: Actual read
kWh this period: 1028

Meter Number: 999999999/2
Previous Reading: 0
Previous Read Type: Actual read
Current Reading: 0
Current Read Type: Actual read
kWh this period: 0



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.

BROADBAND & PHONE

If you have added Broadband & Phone to your account, this will show here. Your Broadband payments are charged a month in advance. On your first Pulse Energy bill that includes Broadband and/or phone services, you will have a pro rata monthly charge, as well as a monthly charge. Your BundleUp Discount is also shown here.

The Phone Package that you have chosen will also be detailed here, along with any additional charges that may occur.

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 blackboxpower.co.nz/userplans

How to pay your account

- Direct Debit**
To set up Direct Debit visit blackboxpower.co.nz/directdebit
- Internet Banking**
Bank Account Name: Pulse Energy Alliance LP **Bank:** BNZ
Bank Account Number: 02-0108-0333798-029 **Reference:** Your Account No.
- Credit Card**
To pay by Credit Card, log in to your My Account at blackboxpower.co.nz/my-account

If you have any feedback or concerns about our service or wish to lodge a complaint, please email resolutions@blackboxpower.co.nz. In the unlikely event that we are unable to resolve your complaint, Black Box Power 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

Black Box Power 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 Black Box Power 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 blackboxpower.co.nz

COMPLAINTS

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