

# 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 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.

**ACTUAL ACCOUNT**

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](http://blackboxpower.co.nz/broadband)

**Your Customer Care Team**

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

**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 BILLED kWh HISTORY**

Month	kWh	Type
Oct-21	550	Actual
Nov-21	700	Actual
Dec-21	700	Actual
Jan-22	700	Actual
Feb-22	550	Actual
Mar-22	550	Actual
Apr-22	550	Actual
May-22	700	Actual
Jun-22	850	Actual
Jul-22	1100	Actual
Aug-22	1100	Actual
Sep-22	1050	Actual

**Payment advice**  
return this section with payment

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

Pay at your local New Zealand Post retail outlet

**New Zealand Post**

Account No: 1234567890

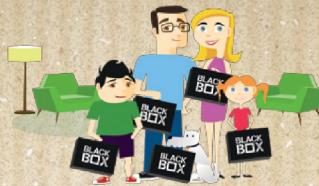
Pulse Energy Alliance LP, PO Box 10044, Dominion Road, Auckland 1446 [www.blackboxpower.co.nz](http://www.blackboxpower.co.nz)

## 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](https://blackboxpower.co.nz/userplans)

**How to pay your account**

- Direct Debit**  
To set up Direct Debit visit [blackboxpower.co.nz/directdebit](https://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](https://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](mailto: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](https://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](https://blackboxpower.co.nz)

**COMPLAINTS**

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