

# Improving transparency of consumers' electricity charge



Submission to the Retail Advisory Group  
20 August 2013

Thank you for the opportunity to provide feedback on the Retail Advisory Group's (**RAG's**) consultation paper *Improving transparency of consumers' electricity charges*.

Contact Energy (**Contact**) has provided full responses to the questions from page 3.

We also make the following general comments.

### **Any change must meet the needs of consumers as articulated by consumers**

Contact believes in empowering customers to choose what is right for them. While we appreciate what the Electricity Authority (**Authority**)/RAG are trying to achieve, we believe comprehensive research is required in order to understand what it is that customers really want, and to ensure that any change delivers on this, and is not misdirected. While the consultation paper articulates some consumer issues, it fails to identify how widespread these concerns are, and whether the proposed solution is appropriate.

Research Contact has undertaken in the past of its own customer database shows the needs of our customers are varied and a mandated one-size-fits-all approach is not appropriate. In our view, customers should be able to choose whether they receive more or less information, in the same way they can choose whether to receive their bill in the post or by e-mail.

Finally, Contact already makes additional billing information available to customers who have requested it at no charge. We are currently working on solutions that will enable customers to control how much, or how little, information they receive.

For any questions relating to this submission, please contact:

**Catherine Thompson | Head of Regulatory Affairs & Government Relations**  
**Contact Energy | DDI: 04 462 1130 | Mobile: 0274 399 676**

**or**

**Louise Griffin | Regulatory Affairs & Government Relations Advisor**  
**Contact Energy | DDI: 04 496 1567 | Mobile: 0212 431 442**

## Section 2. What are the issues?

<p><b>Commentary</b></p>	<p>It is unclear from the consultation paper to what degree this problem exists within the New Zealand electricity market. The statement “some consumer groups have raised concerns” does not allow respondents to accurately gauge whether this is a widespread consumer concern, or is based on the views of a small vocal minority.</p> <p>Before any change is pursued, we recommend the Authority confirms what it is consumers actually want by undertaking research of a representative consumer sample.</p>
<p><b>Question 1</b></p> <p>Do you agree with the issues raised about the transparency of consumers’ charges?</p>	<p>Contact agrees that some consumers desire a greater degree of pricing visibility; however, in the same vein, we also have customers who would like less pricing visibility. Accordingly we do not believe a one-size-fits-all approach is right. That said, for customers who would like more detailed pricing information available to them on their bills, we would be happy to work towards providing this.</p> <p>We believe the preferences of all customers should be considered, which is why we encourage the RAG or the Authority to undertake robust research of a representative sample, in order to identify the size of the issue and whether the proposed solution is appropriate.</p>
<p><b>Question 2</b></p> <p>If so, how widespread are these issues, and what is their effect? Please provide evidence.</p>	<p>In 2010 Contact undertook a qualitative research study of its own customers’ views of the industry, their need for transparency, and their willingness to receive more detailed pricing information. This was undertaken in response to an earlier Electricity Commission paper that looked at introducing transparency of component charges. Contact commissioned the research when it was clear that no detailed customer research had been undertaken by the Electricity Commission or within the industry.</p> <p>Our research indicated:</p> <ul style="list-style-type: none"> <li>• a small group of customers valued more granular information as a means of building their own tracking of energy usage and charges</li> <li>• a large group of customers was not interested in understanding the industry in more detail; they did value greater simplification of charging, and would strongly resent more granular pricing information</li> <li>• a small section of this larger group stated they would prefer to be able to further bundle charges on their bills (for example, “<i>Only show me one amount – I don’t want to know about consumption or fixed/variable charges</i>”).</li> </ul> <p>While our research was conducted by a third party, the results only reflect Contact’s customer base. Given the divergent views on the matter, we strongly encourage the RAG or the Authority to undertake some robust research before recommending a one-size-fits-all approach is appropriate. This will also ensure that no potential opportunities in this space are missed.</p>

<p><b>Question 3</b></p> <p>Do you have any other concerns about the availability of information about consumers' electricity charges?</p>	<p>By making component charges more visible, a large number of consumers in specific network regions will be unable to easily compare retailers due to the repackaging of network charges (for example, GXP-based pricing, etc.). It is worth noting the following with regard to repackaging of network charges that are not priced at the ICP level and immediately billable:</p> <ul style="list-style-type: none"> <li>• Each retailer's customer portfolio is slightly different (for example size, location, shape and risk).</li> <li>• Each retailer repackages component charges slightly differently according to the nature of its own customer portfolio. Accordingly, while we understand what the RAG seeks to achieve, requiring retailers to deliver transparent distribution charges, when each retailer's pricing model may reflect these charges differently, may contradict the outcome that the RAG is seeking.</li> </ul> <p>Unbundling component charges becomes exponentially complicated in a number of common situations, including the following:</p> <ul style="list-style-type: none"> <li>• Where a distributor indicates they may seek to unbundle transmission from their network charges.</li> <li>• Where a customer has multiple registers and/or multiple fixed charges and/or capacity charges.</li> <li>• Where a customer has natural gas in addition to electricity, it is assumed that the perceived 'benefit' of component charging should flow through into gas pricing, or consumers may be confused about why one fuel type works in one way, and another is different, when they are billed together. For Contact, dual fuel customers represent around 10 per cent of our customer base; therefore this confusion is particularly problematic.</li> <li>• Where component charges are unbundled, retailers may choose to execute this in different ways; the result of this may be larger discrepancies when comparing between retailers. Individual charges (retail and/or network) may be 'grossed up' in order to offer a discount for prompt payment. <ul style="list-style-type: none"> <li>– Some retailers may show this on both the retail and network components.</li> <li>– Others wholly against the retail components (for all components).</li> <li>– Others only on the retail components.</li> </ul> </li> <li>• When a price change occurs on a retail bill, the bill must be time-sliced to account for charges before the price change as well as for charges from the date of the price change to the end of the billing period. This means that in the event of a price change each individual charge will show two lines on a bill. <ul style="list-style-type: none"> <li>– With a single fixed and variable charge, this will show as four lines instead of the usual two. On an unbundled bill, this will show as eight lines (even if only the retail or the network charges are changing, the bill may still time-slice the component charges not changing – arguably becoming even more confusing).</li> <li>– With multiple registers (for example three with a single fixed charge), this will show as eight lines instead of the</li> </ul> </li> </ul>
--	--

	usual four. On an unbundled bill, this will show as sixteen lines.
--	--

### Section 3. What information is currently required and available?

<p><b>Question 4.</b></p> <p>If you're are a retailer, please provide a representative sample of your consumer invoices, a link to any consumer pricing on your website, and any other relevant information you make available to consumers.</p>	<p>Contact's current bill format is attached as <b>Appendix A – Bill formats</b>. Contact has also attached sample bills to show various unbundling scenarios, including:</p> <ul style="list-style-type: none"> <li>• multiple registers (current vs. unbundled)</li> <li>• price change (current vs. unbundled).</li> </ul> <p>Please note that these bill formats have been calculated using arbitrary values and are not reflective of actual retail or distributor tariffs – they are designed to be visual aids only, although mathematically, each pair of samples matches. These have been designed in Adobe Photoshop and do not indicate any immediate ability to unbundled charges in our billing system.</p> <p>Our consumer pricing information is available online at <a href="http://www.contactenergy.co.nz/pricesexplained">http://www.contactenergy.co.nz/pricesexplained</a>.</p>
<p><b>Question 5.</b></p> <p>What other sources of information about consumers' electricity are you aware of?</p>	<p>One source we are aware of, that is not mentioned in the paper, is retailers' price change notifications to customers, containing both rate and contextual information about why the change is required.</p> <p>The comment "some retailers <i>already</i> provide consumer bills broken out to varying degrees" appears to suggest this is the assumed next step for industry participants and a solution to addressing consumer issues. Contact's research amongst our own customer base tells us that our customers highly value the ability to choose whether their bills hold more or less information than is currently provided. In our view it should be up to every customer to choose the level of detail they want their bill to contain.</p> <p>Mandating a solution to a perceived problem may lead to less consumer satisfaction. The RAG should be wary of taking this approach.</p>
<p><b>Question 6.</b></p> <p>What are the perceived or actual differences of the electricity industry that may warrant consideration of making more transparent pricing information available to</p>	<p>Many retailers offer payment products that smooth out the highs and lows of energy usage throughout the year – at Contact, we call this product SmoothPay. Customers' who opt for smooth pay have their usage averaged over a period of time and pay the same amount each month regardless of whether it is winter or summer – as opposed to customers on traditional post-pay arrangements being immediately affected by usage on their next bill.</p> <p>Contact's experience suggests that products such as these help to ease a customer's dissatisfaction between their electricity usage and their billing for the service.</p> <p>The problems with the provision of electricity have been well documented.</p>

consumers?	<p>Customers can experience ‘bill shock’ as there is no connection between usage and receipt of the bill. The introduction of smart meters is intended to give consumers greater control over usage, reducing the likelihood and impact of bill shock.</p> <p>Customers’ retail bills contain a number of components. They traditionally only have control over energy consumption but the bill bundles in levies, fees, GST, and critically transmission and distribution charges.</p>
------------	---

## Section 5. What additional information may be useful?

<p><b>Question 7.</b></p> <p>Do you agree with the key questions to be addressed by this project? Do you consider there are other key questions?</p>	<p>Contact believes linking ‘transparency of electricity charges’ directly to visibility of component charges may not deliver what consumers really want, and that more work is required to understand the problem.</p> <p>By not engaging directly with consumers, this paper may well be missing the activities that could assist in resolving consumers’ issues and concerns. One example could be the Authority using its independent status to undertake a greater education programme about the industry.</p> <p>Contact suggests that the RAG extends the scope of this exercise to understand and explore the key issues by directly engaging with New Zealand consumers through research.</p>
<p><b>Question 8.</b></p> <p>What information do consumers need to:</p> <ul style="list-style-type: none"> <li>• Check that they have been invoiced correctly?</li> <li>• Understand what is driving price changes?</li> <li>• Determine what they can do to reduce their bills?</li> <li>• Make effective choices about their retailer?</li> </ul>	<p>Contact believes that New Zealand consumers are best placed to answer these questions – especially if they are provided with an opportunity to view the different levels of information. These options can also be assessed against their understanding of, and trust and confidence in the industry.</p> <p>Contact believes that these questions are distinctly separate to the issue of transparency within the industry; providing more detailed pricing information will not necessarily allow New Zealand consumers to more easily understand the answers to these questions.</p> <p>Contact notes that providing any kind of effective rate (or network vs. retail percentage of bill) will change depending on consumption each month. This could potentially lead consumers to believe their prices regularly change, when it is consumption driving the change in the ratio of fixed charges to daily charges (or retail vs. network charges) within each bill.</p>
<p><b>Question 9.</b></p> <p>From what sources can consumers already obtain some, or all of</p>	<p>Contact believes that New Zealanders are able to compare retailers more effectively using current means – where the customers’ meter set-up dictates the appropriate tariffs. In our view, New Zealand consumers are more likely to respond favourably to simplified pricing than they are to detailed pricing.</p> <p>Contact notes that there are some existing challenges in this with a mix</p>

this information?	of bundled and unbundled rates, and differing charge names and plan types.
<b>Question 10.</b> Are there any gaps between the information consumers require, and the information that is already available?	This question is only able to be answered with a clear understanding of what New Zealand consumers' concerns and needs are.
<b>Question 11.</b> When do consumers need information about their electricity charges?	<p>This question is best answered directly by New Zealand consumers.</p> <p>However, through our own research, Contact believes that customers' primary needs (for electricity charges) are to understand how much their bill is for, and when it is due.</p> <p>Contact believes this flows on to differing needs based on different types of people within the population, as well as being somewhat determined by events within consumers' lives.</p> <p>Some consumers want more information, and some want less. Some consumers want more information only at specific times, others at all times.</p>
<b>Question 12.</b> What is (are) the most useful communication channel(s) for delivering the required information.	The effectiveness of any communications channel depends on the target audience. Therefore this is best determined by the Authority once it has a detailed understanding of New Zealand consumers' billing requirements.
<b>Question 13.</b> If the authority intervenes, should the costs be socialised across all consumers, or recovered only from those consumers who want this service?	It is not clear which costs the Authority proposes be socialised. Please clarify.
<b>Question 14.</b> How much are consumers willing to pay for such	This question is only able to be answered directly by New Zealand consumers.



information?	
--------------	--

## Section 6. Do nothing

<p><b>Question 15.</b></p> <p>Do you consider the ‘do nothing’ option is viable? Please provide your reasons, including costs and benefits of this option.</p>	<p>The answer to this question is dependent on what New Zealand consumers want. Accordingly, we believe the Authority needs to undertake research in order to understand the industry in more detail, and to what degree they want more information to support this.</p>
<p><b>Question 16.</b></p> <p>Do you consider the Authority should take a more active role in educating consumers and/or providing enhanced comparison tools? Please provide your reasons including the costs/benefits of this option</p>	<p>Any change by the Authority must meet the needs of consumers. Contact believes that the Authority should undertake research in order to ascertain New Zealand consumers’ level of demand for receiving more information, and then take a more active role in education if a high level of demand is apparent. We believe the Authority is best placed to independently advise consumers about the electricity industry.</p>
<p><b>Question 17.</b></p> <p>Do you consider retailers should be required to provide additional pricing information? If retailers are required, should this apply to all products?</p>	<p>Contact supports customers having choice. Accordingly, if customers wish to receive additional pricing information, we agree retailers should be able to provide it.</p> <p>That said, we don’t believe a one-size-fits-all approach will meet customers’ needs. We think a better approach would be to provide this information where customers request it, and in the same way provide less if that is what the customer demands.</p>
<p><b>Question 18.</b></p> <p>If retailers are required to provide additional pricing information, what form should this take?</p>	<p>Contact already provides this information (in summary form) on customer request (for example, a letter/email showing how the unbundled rates make up the customer’s tariff). Currently Contact receives one or two requests per year for this information (across our customer base of ~500k). There is no charge for this information.</p> <p>Where retailers are required to provide additional pricing information, Contact would prefer to make this available online as part of its online billing package for any appropriate tariffs (as per our response to Q.17). For customers not willing to access this information online, Contact</p>



	would still look to provide this information in summary form on customer request – as per our response to Q.18.
<b>Question 19.</b> Should pricing disclosures also include recent history of prices (e.g. trends over past 12-18 months)?	<p>This question should be directed at New Zealand consumers who are best able to share their informational requirements and when they wish to view this information.</p> <p>While we appreciate what the Authority is trying to achieve, thought needs to be given to the fact that:</p> <ul style="list-style-type: none"> <li>• 12 to 18 months of pricing history does not allow for a particularly representative trend line (as prices have tended to change once per year)</li> <li>• previous history within the industry does not provide a reliable indication of future trends.</li> </ul> <p>This information would have to be provided for each single charge, as prices over time would differ based on consumption.</p>
<b>Question 20.</b> Do you consider retailers should be required to provide consistent representation of prices (e.g. via a template)?	<p>No. Contact believes that New Zealand consumers should be able to have information delivered to them in the way that suits them best. Mandating a specific representation of pricing assumes that everyone values the same level of information, which our research suggests is not the case. We would like to see the Authority undertake its own research before opting for a 'consistent approach'.</p>
<b>Question 21.</b> Do you consider retailers should be required to disclose the component parts of electricity charges on consumers' bills? Please provide reasons including costs and benefits of this option	<p>Contact believes in providing choice for our customers, and would support a model whereby customers are able to choose to receive either more or less detailed information. Contact does not believe that retailers should be compulsorily required to disclose component parts of electricity charges.</p> <p>If retailers are to be mandated to disclose component prices, Contact believes that distributors should be mandated to employ a pricing structure directly related to individual installations that are immediately billable (i.e. no GXP-based pricing or charges requiring repackaging). This issue is not unique to the energy component of the retail bill. The Authority or the RAG must consider the role of transmission and distribution charges in the 'problem definition'.</p>
<b>Question 22.</b> If so, should it be required across all products, or should consumers be able to opt-in (or	<p>As per our response to question 21, Contact supports a model where this is available on an opt-in basis. A customer would, by default, receive the current bundled pricing, and on request be able to receive either unbundled pricing or fully bundled pricing.</p> <p>Contact also believes that product innovation may be more restricted by having a requirement to disclose component parts of electricity charges. For example, a fully variable or fully fixed product would have to show a</p>

opt-out)?	negative retail margin on one type of charge and a comparatively excessive margin on the other type of charge in order to 'offset' the distribution components in providing a balanced price (that may still provide better value for a consumer than a competitor).
<p><b>Question 23.</b></p> <p>What is your view on the option to require retailers to offer to disclose the components of electricity charges as a paid service?</p>	<p>Contact does not currently charge to provide this information on an as requested basis.</p> <p>Contact also believes that where a customer chooses to receive a greater or lesser level of information, this is an informed choice – Contact would not intend to charge for this information.</p> <p>Where providing greater information to customers is mandated, Contact believes that additional costs could arise compared to the opt-in case noted above. Two examples of this might be:</p> <ul style="list-style-type: none"> <li>• Having to specially build system functionality to deliver unbundled component charges outside our intended time frame in order to meet a compliance date.</li> <li>• Where customers do not make an informed choice to receive a greater level of information, a greater level of response would be expected to resolve customer queries – increasing customer calls into our business, and the length of those calls.</li> </ul>

**Tax Invoice/Statement**

GST No 65 384 825

COPY

**contact.****Standard electricity current****DualEnergy Invoice**

**Account No.** 0123456789  
**Statement Date:** 03 Mar 2010  
**Account Enquiries Phone:** 0800 80 9000  
**Faults Phone:** 0800 226 682

MR & MRS SAMPLE  
 PO BOX 1234  
 SAMPLEVILLE  
 WELLINGTON 6123



CONAC 27054649105 00006459

**TRANSACTIONS SINCE PREVIOUS ACCOUNT**

6 Nov 09	Balance	\$184.80
6 Nov 09	CHEQUE PAYMENT	\$165.40 Cr
6 Nov 09	Prompt Payment Discount	\$19.40 Cr

**Opening Balance** **\$0.00**

**CURRENT CHARGES (SEE OVER FOR ACCOUNT DETAILS)**

Electricity Charges (based on estimated read)	\$148.70
OTHER CHARGES	\$1.02 Cr

**Total Current Charges** **\$149.72**

**Prompt Payment Discount** if paid by 15 Dec 2009 **\$214.97 Cr**

**TOTAL AMOUNT DUE BY 15 Dec 09** **\$134.75**

**CONTACT ENERGY  
CUSTOMER SERVICE HOURS:**

7am - 9pm Monday to Friday  
 8am - 5pm Saturday  
 Phone 0800 80 9000  
[www.contactenergy.co.nz](http://www.contactenergy.co.nz)

**POST PAYMENTS TO**

PO Box 38097  
 Te Puni  
 OR  
 Payments can be made  
 at NZ Post Agencies  
 or Westpac branches

JL(LEAUPEP)  
 000



If paying by cheque,  
 make payable to:

Contact Energy Limited

➔ Post payments to:  
 PO Box 38097  
 Wellington Mail Centre  
 Lower Hutt 5045

Please detach and return with your payment

**Account No. 0123456789**

MR & MRS SAMPLE  
 PO BOX 1234  
 SAMPLEVILLE  
 WELLINGTON 6123

**AMOUNT DUE:** by 15 Dec 2009 **\$134.75**

(Total Amount due if paid after 15 Dec 09 \$282.02)



CONAC 27054649105 00006459

2354 0027054649105 0402733435 0000006459

**ESTIMATED ELECTRICITY CHARGES FOR 1C SAMPLE STREET, WELLINGTON 6123**

From 26 Sep 09 to 27 Oct 09 (32 days)

ICP 9876543210-43D

Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Average Daily Consumption
123456:7	3282	3763	481	1	15

Anytime	481 kWh @	20.287	cents per kWh	\$97.58
One Meter Continuous	32 Days @	99.11	cents per Day	\$31.72
GST				\$19.40

**TOTAL ELECTRICITY CHARGES****\$148.70****Choose the best payment option for you...****Internet and telephone banking**

You can set us up as a bill payee with the following details. Our bank account: Contact Energy Limited, our account number: 03-0502-0223829-03. Please use your 10 digit energy account number as a reference.

**Direct Debit and SmoothPay**

Direct Debit is the easiest way to pay your bill and ensures you get your prompt payment discount every time, and with Smoothpay you pay a regular set amount throughout the year, smoothing out the highs and lows of your energy bill.

**Other ways to pay**

You can also pay your bill by credit card, posting us a cheque, or in person at any PostShop outlet or Westpac branch.

**Find out more about our payment options, visit [contactenergy.co.nz/waystopay](http://contactenergy.co.nz/waystopay) or call 0800 80 9000**

**If you have a complaint...**

We welcome customer feedback. If you have a complaint, please contact us on 0800 80 9000 or email [help@contactenergy.co.nz](mailto:help@contactenergy.co.nz) to use our free complaint service. If we cannot resolve your complaint, you can contact the Electricity and Gas Complaints Commission's free and independent service on 0800 22 3340 or go to [www.egcomplaints.co.nz](http://www.egcomplaints.co.nz)

**Tax Invoice/Statement**

GST No 65 384 825

COPY



Standard electricity unbundled

**DualEnergy Invoice**

Account No. 0123456789

Statement Date: 03 Mar 2010

Account Enquiries Phone: 0800 80 9000

Faults Phone: 0800 226 682



CONAC 27054649105 00006459

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123**TRANSACTIONS SINCE PREVIOUS ACCOUNT**

6 Nov 09	Balance	\$184.80
6 Nov 09	CHEQUE PAYMENT	\$165.40 Cr
6 Nov 09	Prompt Payment Discount	\$19.40 Cr

**Opening Balance** **\$0.00****CURRENT CHARGES (SEE OVER FOR ACCOUNT DETAILS)**

Electricity Charges (based on estimated read)	\$148.70
OTHER CHARGES	\$1.02 Cr

**Total Current Charges** **\$149.72****Prompt Payment Discount** if paid by 15 Dec 2009 **\$214.97 Cr****TOTAL AMOUNT DUE BY 15 Dec 09** **\$134.75****CONTACT ENERGY  
CUSTOMER SERVICE HOURS:**7am - 9pm Monday to Friday  
8am - 5pm Saturday  
Phone 0800 80 9000  
www.contactenergy.co.nz**POST PAYMENTS TO**

PO Box 38097

Te Puni

OR

Payments can be made  
at NZ Post Agencies  
or Westpac branchesJL(LEAUPEP)  
000

Please detach and return with your payment

If paying by cheque,  
make payable to:

Contact Energy Limited

➔ Post payments to:  
PO Box 38097  
Wellington Mail Centre  
Lower Hutt 5045**Account No. 0123456789**MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123**AMOUNT DUE:** by 15 Dec 2009 **\$134.75**

(Total Amount due if paid after 15 Dec 09 \$282.02)



CONAC 27054649105 00006459

2354 0027054649105 0402733435 0000006459

ESTIMATED ELECTRICITY CHARGES FOR A STREET, WELLINGTON 6011

From 26 Sep 09 to 27 Oct 09 (32 days)  
Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Average Daily Consumption
123456:7	3282	3763	481	1	15

Contact's Charges

Anytime	481 kWh @	10.287	cents per kWh	\$49.48
One Meter Continuous	32 Days @	84.11	cents per Day	\$26.92
GST				\$11.46

Wellington Electricity Network's Charges

	481 kWh @	10	cents per kWh	\$48.10
	32 Days @	15	cents per Day	\$4.80
GST				\$7.94

**TOTAL ELECTRICITY CHARGES** **\$148.70**

OTHER CHARGES FOR 99 A ROAD SUBURB CITY/REGION

Electricity Commission Levy 481 kWh @ 0.186c per kWh	\$0.89
GST	\$0.13
<b>TOTAL OTHER CHARGES</b>	<b>\$1.02</b>

**Tax Invoice/Statement**

GST No 65 384 825

COPY



Bill with price change current

**DualEnergy Invoice**

**Account No.** 0123456789  
**Statement Date:** 03 Mar 2010  
**Account Enquiries Phone:** 0800 80 9000  
**Faults Phone:** 0800 226 682



CONAC 27054649105 00006459

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**TRANSACTIONS SINCE PREVIOUS ACCOUNT**

6 Nov 09	Balance	\$184.80
6 Nov 09	CHEQUE PAYMENT	\$165.40 Cr
6 Nov 09	Prompt Payment Discount	\$19.40 Cr

**Opening Balance** **\$0.00**

**CURRENT CHARGES** (SEE OVER FOR ACCOUNT DETAILS)

Electricity Charges (based on estimated read)	\$148.68
OTHER CHARGES	\$1.05 Cr

**Total Current Charges** **\$149.73**

**Prompt Payment Discount** if paid by 15 Dec 2009 **\$14.97 Cr**

**TOTAL AMOUNT DUE BY 15 Dec 09** **\$134.76**

**CONTACT ENERGY**  
CUSTOMER SERVICE HOURS:

7am - 9pm Monday to Friday  
8am - 5pm Saturday  
Phone 0800 80 9000  
www.contactenergy.co.nz

**POST PAYMENTS TO**

PO Box 38097  
Te Puni  
OR  
Payments can be made  
at NZ Post Agencies  
or Westpac branches

JL(LEAUPEP)  
000

If paying by cheque,  
make payable to:

Contact Energy Limited

➔ Post payments to:  
PO Box 38097  
Wellington Mail Centre  
Lower Hutt 5045

Please detach and return with your payment

**Account No. 0123456789**

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**AMOUNT DUE:** by 15 Dec 2009 **\$134.76**

(Total Amount due if paid after 15 Dec 09 \$282.02)



CONAC 27054649105 00006459

2354 0027054649105 0402733435 0000006459



ESTIMATED ELECTRICITY CHARGES FOR A STREET, WELLINGTON 6011

From 26 Sep 09 to 27 Oct 09 (32 days)  
Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Average Daily Consumption
123456:7	3282	3763	481	1	15
Anytime		301 kWh @	20.115	cents per kWh	\$60.55
Anytime		180 kWh @	20.5116	cents per kWh	\$36.92
One Meter Continuous		20 Days @	99.11	cents per Day	\$19.82
One Meter Continuous		12 Days @	99.99	cents per Day	\$12.00
GST					\$19.39
TOTAL ELECTRICITY CHARGES					\$148.68

OTHER CHARGES FOR 99 A ROAD SUBURB CITY/REGION

Electricity Commission Levy 301 kWh @ 0.186c per kWh	\$0.56
Electricity Commission Levy 180 kWh @ 0.196c per kWh	\$0.35
GST	\$0.14
TOTAL OTHER CHARGES	\$1.05

**Tax Invoice/Statement**

GST No 65 384 825

COPY



Bill with price change unbundled

**DualEnergy Invoice**

**Account No.** 0123456789  
**Statement Date:** 03 Mar 2010  
**Account Enquiries Phone:** 0800 80 9000  
**Faults Phone:** 0800 226 682



CONAC 27054649105 00006459

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**TRANSACTIONS SINCE PREVIOUS ACCOUNT**

6 Nov 09	Balance	\$184.80
6 Nov 09	CHEQUE PAYMENT	\$165.40 Cr
6 Nov 09	Prompt Payment Discount	\$19.40 Cr

**Opening Balance** **\$0.00**

**CURRENT CHARGES (SEE OVER FOR ACCOUNT DETAILS)**

Electricity Charges (based on estimated read)	\$148.68
OTHER CHARGES	\$1.05 Cr

**Total Current Charges** **\$149.73**

**Prompt Payment Discount** if paid by 15 Dec 2009 **\$14.97 Cr**

**TOTAL AMOUNT DUE BY 15 Dec 09** **\$134.76**

**CONTACT ENERGY  
CUSTOMER SERVICE HOURS:**

7am - 9pm Monday to Friday  
8am - 5pm Saturday  
Phone 0800 80 9000  
www.contactenergy.co.nz

**POST PAYMENTS TO**

PO Box 38097  
Te Puni  
OR  
Payments can be made  
at NZ Post Agencies  
or Westpac branches

JL(LEAUPEP)  
000



If paying by cheque,  
make payable to:

Contact Energy Limited

➔ Post payments to:  
PO Box 38097  
Wellington Mail Centre  
Lower Hutt 5045

Please detach and return with your payment

**Account No. 0123456789**

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**AMOUNT DUE:** by 15 Dec 2009 **\$134.76**

(Total Amount due if paid after 15 Dec 09 \$282.02)



CONAC 27054649105 00006459

2354 0027054649105 0402733435 0000006459

**ESTIMATED ELECTRICITY CHARGES FOR A STREET, WELLINGTON 6011**

From 26 Sep 09 to 27 Oct 09 (32 days)

approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Average Daily Consumption
123456:7	3282	3763	481	1	15

**Contact's Charges**

Anytime	301 kWh @	10.115	cents per kWh	\$30.45
Anytime	180 kWh @	9.5116	cents per kWh	\$17.12
One Meter Continuous	20 Days @	84.11	cents per Day	\$16.82
One Meter Continuous	12 Days @	83.99	cents per Day	\$10.08
GST				\$11.17

**Wellington Electricity Network's Charges**

	301 kWh @	10	cents per kWh	\$30.10
	180 kWh @	11	cents per kWh	\$19.80
	20 Days @	15	cents per Day	\$3.00
	12 Days @	16	cents per Day	\$1.92
GST				\$8.22

**TOTAL ELECTRICITY CHARGES** **\$148.68****OTHER CHARGES FOR 99 A ROAD SUBURB CITY/REGION**

Electricity Commission Levy 301 kWh @ 0.186c per kWh	\$0.56
Electricity Commission Levy 180 kWh @ 0.196c per kWh	\$0.35
GST	\$0.14
<b>TOTAL OTHER CHARGES</b>	<b>\$1.05</b>

**Tax Invoice/Statement**

GST No 65 384 825

COPY



Multiple registers with dualenergy current

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**DualEnergy Invoice**

**Account No.** 0123456789  
**Statement Date:** 03 Mar 2010  
**Account Enquiries Phone:** 0800 80 9000  
**Faults Phone:** 0800 226 682



CONAC 27054649105 00006459

**TRANSACTIONS SINCE PREVIOUS ACCOUNT**

6 Nov 09	Balance	\$184.80
6 Nov 09	CHEQUE PAYMENT	\$165.40 Cr
6 Nov 09	Prompt Payment Discount	\$19.40 Cr

**Opening Balance** **\$0.00**

**CURRENT CHARGES (SEE OVER FOR ACCOUNT DETAILS)**

Electricity Charges (based on estimated read)	\$148.65
Gas Charges (based on estimated read)	\$152.01
OTHER CHARGES	\$3.37

**Total Current Charges** **\$304.03**

**Prompt Payment Discount** if paid by 15 Dec 2009 **\$45.60 Cr**

**TOTAL AMOUNT DUE BY 15 Dec 09** **\$258.43**

**CONTACT ENERGY  
CUSTOMER SERVICE HOURS:**

7am - 9pm Monday to Friday  
8am - 5pm Saturday  
Phone 0800 80 9000  
[www.contactenergy.co.nz](http://www.contactenergy.co.nz)

**POST PAYMENTS TO**

PO Box 38097

Te Puni

OR

Payments can be made  
at NZ Post Agencies  
or Westpac branches

JL(LEAUPEPJ)  
000



If paying by cheque,  
make payable to:

Contact Energy Limited

➔ Post payments to:  
PO Box 38097  
Wellington Mail Centre  
Lower Hutt 5045

Please detach and return with your payment

**Account No. 0123456789**

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**AMOUNT DUE:** by 15 Dec 2009 **\$258.43**

(Total Amount due if paid after 15 Dec 09 \$282.02)



CONAC 27054649105 00006459

2354 0027054649105 0402733435 00000006459

ESTIMATED ELECTRICITY CHARGES FOR A STREET, WELLINGTON 6011

From 26 Sep 09 to 27 Oct 09 (32 days)  
Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Average Daily Consumption
123456:7	3282	3763	481	1	15
123456:8	2123	2420	297	1	15
123456:9	1999	2192	193	1	15
Anytime		481 kWh @	8.65	cents per kWh	\$41.61
Economy		297 kWh @	12.55	cents per kWh	\$37.27
Night		193 kWh @	7.83	cents per kWh	\$15.11
One Meter Continuous		32 Days @	55.23	cents per Day	\$17.67
Capacity Fixed 70-138kVA		32 Days @	0.55	per Day	\$17.60
GST					\$19.39
TOTAL ELECTRICITY CHARGES					\$148.65

ESTIMATED GAS CHARGES FOR A STREET, WELLINGTON 6011

From 26 Sep 09 to 27 Oct 09 (32 days)  
Approximate next reate date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Conversion Factor*	Total Consumption	Consumption This Period
123456789	6001	7952	1951	1	15	15	15
Living Smart		1951 kWh @	4.67	cents per kWh			\$91.19
Living Smart Daily Charge		32 Days @	1.28	per day			\$40.99
GST							\$19.83
TOTAL GAS CHARGES							\$152.01

OTHER CHARGES FOR 99 A ROAD SUBURB CITY/REGION

Electricity Commission Levy 971 kWh @ 0.186c per kWh	\$1.81
Gas Industry Company Fees 32 Day @ 3.500c per Day	\$1.12
GST	\$0.44
TOTAL OTHER CHARGES	\$3.37

**Tax Invoice/Statement**

GST No 65 384 825

COPY



2-3 Version 5 (Orange) V02

Multiple registers with dualenergy unbundled

**DualEnergy Invoice**

**Account No.** 0123456789  
**Statement Date:** 03 Mar 2010  
**Account Enquiries Phone:** 0800 80 9000  
**Faults Phone:** 0800 226 682



CONAC 27054649105 00006459

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**TRANSACTIONS SINCE PREVIOUS ACCOUNT**

6 Nov 09	Balance	\$184.80
6 Nov 09	CHEQUE PAYMENT	\$165.40 Cr
6 Nov 09	Prompt Payment Discount	\$19.40 Cr

**Opening Balance** **\$0.00**

**CURRENT CHARGES (SEE OVER FOR ACCOUNT DETAILS)**

Electricity Charges (based on estimated read)	\$148.65
Gas Charges (based on estimated read)	\$152.01
OTHER CHARGES	\$3.37

**Total Current Charges** **\$304.03**

**Prompt Payment Discount** if paid by 15 Dec 2009 **\$45.60 Cr**

**TOTAL AMOUNT DUE BY 15 Dec 09** **\$258.43**

**CONTACT ENERGY  
CUSTOMER SERVICE HOURS:**

7am - 9pm Monday to Friday  
8am - 5pm Saturday  
Phone 0800 80 9000  
www.contactenergy.co.nz

**POST PAYMENTS TO**

PO Box 38097  
Te Puni  
OR  
Payments can be made  
at NZ Post Agencies  
or Westpac branches

JL(LEAUPEP)  
000



If paying by cheque,  
make payable to:

Contact Energy Limited

➔ Post payments to:  
PO Box 38097  
Wellington Mail Centre  
Lower Hutt 5045

Please detach and return with your payment

**Account No. 0123456789**

MR & MRS SAMPLE  
PO BOX 1234  
SAMPLEVILLE  
WELLINGTON 6123

**AMOUNT DUE:** by 15 Dec 2009 **\$258.43**

(Total Amount due if paid after 15 Dec 09 \$282.02)



CONAC 27054649105 00006459

2354 0027054649105 0402733435 0000006459

ESTIMATED ELECTRICITY CHARGES FOR A STREET, WELLINGTON 6011

From 26 Sep 09 to 27 Oct 09 (32 days)

Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Average Daily Consumption
123456:7	3282	3763	481	1	15
123456:8	2123	2420	297	1	15
123456:9	1999	2192	193	1	15

Contact's Charges

Anytime	481	kWh	@	1.35	cents per kWh	\$6.49
Economy	297	kWh	@	3.55	cents per kWh	\$10.54
Night	193	kWh	@	0.17	cents per kWh	\$0.33
One Meter Continuous	32	Days	@	40.23	cents per Day	\$12.87
Capacity Fixed 70-138kVA	32	Days	@	32.00	cents per Day	\$10.24
GST						\$6.07

<network>'s Charges

	481	kWh	@	7.30	cents per kWh	\$35.12
	297	kWh	@	9.00	cents per kWh	\$26.73
	193	kWh	@	7.66	cents per kWh	\$14.78
	32	Days	@	15.00	cents per Day	\$4.80
	32	Days	@	23.00	cents per Day	\$7.36
GST						\$13.32

TOTAL ELECTRICITY CHARGES \$148.65



ESTIMATED GAS CHARGES FOR A STREET, WELLINGTON 6011

From 26 Sep 09 to 27 Oct 09 (32 days)  
approximate next reate date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Conversion Factor*	Total Consumption	Consumption This Period
123456789	6001	7952	1951	1	15	15	15

Contact's Charges

Living Smart	1951 kWh @	2.67 cents per kWh	\$52.17
Living Smart Daily Charge	32 Days @	0.78 per day	\$24.99
GST			\$11.57

<network>'s Charges

	1951 kWh @	2.00 cents per kWh	\$39.02
	32 Days @	0.50 per day	\$16.00
GST			\$8.26

TOTAL GAS CHARGES

\$152.01

OTHER CHARGES FOR 99 A ROAD SUBURB CITY/REGION

Electricity Commission Levy 971 kWh @ 0.186c per kWh	\$1.81
Gas Industry Company Fees 32 Day @ 3.500c per Day	\$1.12
GST	\$0.44

TOTAL OTHER CHARGES

\$3.37