

## Hi there,

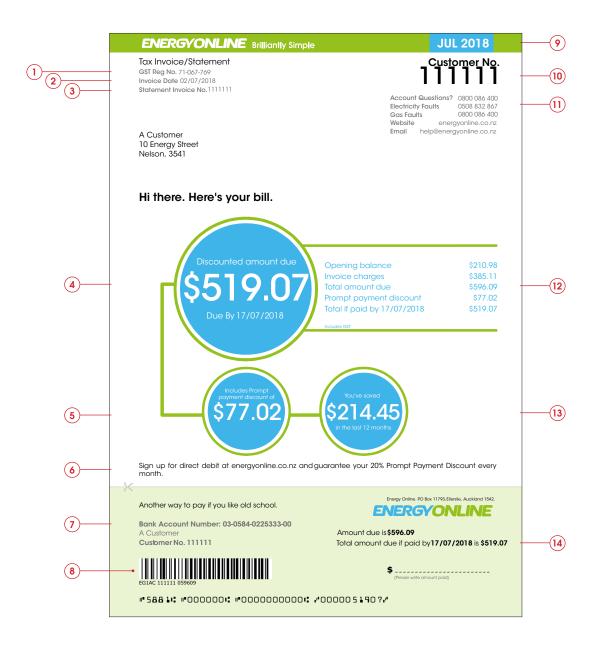
At Energy Online we're all about making things simple and more user friendly for you. That's why we changed our logo and website. Next up is this new energy bill.

You'll see that the layout is clear and the new blue circles make finding key information easier than ever. By highlighting things like the savings you've made with us and what's due to be paid when.

## It's all part of our commitment to delivering great prices and a brilliantly simple experience.

Your guide to understanding your bill and all the nitty gritty details is below.

- 1) Our GST number, so nothing for you to worry about.
- 2) The date this bill was created.
- (3) Your bill number, it's as unique as you are.
- 4 The amount that needs to be paid before or on the 'due by' date. That way you'll get your prompt payment discount.
- This is the amount of money you're saving thanks to your prompt payment discount.
- (6) This section gives you any extra information you may need to know.
- Our bank account number if you decide you'd like to pay using Internet Banking.
- (8) This barcode is actually what they scan if you pay your bill at NZ Post Shops.
- (9) The month and year this bill relates to.
- (10) Your customer number. It's unique to you and helps speed things up if you ever need to contact us.
- (11) How to get in touch with us.
- 12 The money details. It's a top line breakdown of your account and includes GST. For full GST details please look on the back page, if that's what you're into.
- (13) This is the total prompt payment discount amount you've saved in the last 12 months.
- This green bit is another place that shows the amount due. So if you're set up with a payment plan like Direct Debit, you can look here to see what will be deducted from your account and when.





- (15) This bit shows a summary of transactions on your account since your last bill.
- 16) Your unique ICP number identifies the connection to your property.
- (17) And this shows the charges for your energy usage.
- (18) This graph shows your average billed kWh per day over each month for the last 12 months. Use it, compare your latest usage to the same time last year.
- (19) For a summary of the charges in your bill, look no further.
- (20) GST amount if you pay your bill in full before or on the due date.
- (21) The balance of your account before the charges in this bill have been applied.
- 22 This key shows if your bill is based on an actual or estimated meter reading. If you don't have a smart meter and have had lots of estimated readings, you can increase the accuracy of your next one by logging into www.energyonline.co.nz/myaccount and entering your own meter readings.
- 23 The amount that needs to be paid before or on the 'due by' date.
  That way you'll get your prompt payment discount.

And that's everything. If only other bills were as easy to understand. If you're still unsure about anything, please visit www.energyonline.co.nz

