

**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.
- 5 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.
- 7 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.
- 14 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.

**ENERGYONLINE** Brilliantly Simple **JUL 2018**

Tax Invoice/Statement  
GST Reg No. 71-067-769  
Invoice Date 02/07/2018  
Statement Invoice No.1111111

Customer No. 111111

Account Questions? 0800 086 400  
Electricity Faults 0508 832 867  
Gas Faults 0800 086 400  
Website energyonline.co.nz  
Email help@energyonline.co.nz

A Customer  
10 Energy Street  
Nelson, 3541

**Hi there. Here's your bill.**

Discounted amount due  
**\$519.07**  
Due By 17/07/2018

Opening balance	\$210.98
Invoice charges	\$385.11
Total amount due	\$596.09
Prompt payment discount	\$77.02
Total if paid by 17/07/2018	\$519.07

Includes GST

Includes Prompt payment discount of **\$77.02**

You've saved **\$214.45** in the last 12 months

Sign up for direct debit at energyonline.co.nz and guarantee your 20% Prompt Payment Discount every month.

Another way to pay if you like old school.

Energy Online, PO Box 11793, Ellerslie, Auckland 1542.

**ENERGYONLINE**

Bank Account Number: 03-0584-0225333-00  
A Customer  
Customer No. 111111

Amount due is **\$596.09**  
Total amount due if paid by **17/07/2018** is **\$519.07**

EG1AC 111111 059609

588 1: 000000: 000000000000: 0000051907

\$ (Please write amount paid)

- 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](http://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](http://www.energyonline.co.nz)

**ENERGYONLINE** Brilliantly Simple
**JUL 2018**

Summary since the last time we billed you		Total \$
Previous balance (incl GST)		\$710.98
Payment received on 04/06/2018, thank you		-\$250.00
Payment received on 11/06/2018, thank you		-\$250.00
<b>Opening balance (before current charges)</b>		<b>\$210.98</b>

**And for the geek in all of us, you can check out every bit of energy used for:**  
Nelson (Electricity & Gas)

Electricity ICP: 001111111AAA1A	Meter No.	Last reading	Current reading	Multiplier	Units used	Cost per unit	Total \$
Billing period from 30/05/18 to 01/07/18 Next scheduled read date 02/11/18							
Daily Charge					33 days	103.07 cents/day	\$34.01
All Inclusive	RX07002261/1	66362	67228		866 kWh	24.48 cents/unit	\$212.00
Sub total							\$246.01
Gas ICP: 001111111AAA1A	Meter No.	Last reading	Current reading	Conversion factor	Units used	Cost per unit	Total \$
Billing period from 30/05/18 to 01/07/18 Next scheduled read date 29/10/18							
Daily charge					33 days	87.00 cents/day	\$28.71
General	312969/1	7005	7070	11.5499	751 kWh	8.01 cents/unit	\$60.16
Sub total							\$88.87
<b>Nelson (Electricity &amp; Gas)</b>							<b>\$334.88</b>

\* Conversion factor = kWh factor (1.1215) x altitude factor (0.9999) x temperature factor (1.0136) x pressure factor (1.0247) x deviation factor (1.0000) x multiplier (1.0000)

**Electricity usage**  
Avg daily electricity cost \$6.62 incl GST.

**Gas usage**  
Avg daily gas cost \$2.30 incl GST.

Summary of charges	Total \$
Opening balance	\$210.98
Nelson (Electricity & Gas)	\$334.88
Sub total	\$334.88
GST	\$50.23
<b>Invoice charges (including GST)</b>	<b>\$385.11</b>
<b>Total amount due</b>	<b>\$596.09</b>
Prompt payment discount	\$77.02
<b>Discounted amount due if paid by 17/07/2018 (including GST of \$40.18)*</b>	<b>\$519.07</b>

\* Discounted amount due excl GST (\$478.89)

**Here's a few ways to pay your bill.**

**Direct Debit** - The easiest way to pay, just set it and forget it. Visit [energyonline.co.nz/MyAccount](http://energyonline.co.nz/MyAccount) and set it up in 2 minutes.

**ReliaBill** - Make regular payments of the same amount smoothing out the highs and lows of your bill across the year. Call us on **0800 086 400** to set this up.

**Internet Banking** - Make online payments through your bank. Our account number is **03 0584 0225333 00**, use your customer number as the reference.

For other ways to pay, visit [energyonline.co.nz](http://energyonline.co.nz)

If you have any concerns about our service or wish to lodge a complaint, please call us on 0800 086 400 or email us at [feedback@energyonline.co.nz](mailto:feedback@energyonline.co.nz) to access our free complaints process. If we are unable to resolve your complaint, you can also call the free independent dispute resolution service provided by the Electricity and Gas Complaints Commissioner on 0800 22 33 40 or visit [www.egcomplaints.co.nz](http://www.egcomplaints.co.nz)