1 CONAC 0501086915500004749 7

contact

Support

2

To view and manage your account, use our app or sign in to My Account at **contact.co.nz/myaccount**.
If you need to speak with someone, you can reach us on **0800 507 000** during business hours.
Electricity faults 24hrs (network co) 0800 80 09 35

Your bill for 28 Jul 2026 to 27 Aug 2026

Tax Invoice/Statement

GST number 65 384 825
Invoice number 2401447728
3 Statement date 28 Aug 2026

Invoice Copy

Sam Example
123 Sample Road
Anytown 9999

Your next meter reading will be on approximately 25 September

Your account number
123456789 4

Thanks for choosing Contact

Previous activity	Charges	Credits	reading
Previous balance			5 $341.17
Direct Debit Payment (11 Aug 26)		6 $341.17	
Balance outstanding			7 **$0.00**

Summary of Current activity	Charges	Credits	
Fixed daily charges	$83.67		
Variable charges	$329.35		
Energy credit		8 $130.43	
GST	9 $42.38		
Total current charges			**$324.97**

Total amount due - please pay by 11 Sep 2026 **$324.97**

Your payment of $324.97 will be direct debited from your bank account on 11 Sep 2026. To change this, please contact us at least two days before this date.

Energy used by 123 Sample Road, Anytown 9999 - installation connection point (ICP) 0000018700WE123 from 28 Jul 26 to 27 Aug 26 (31 days)

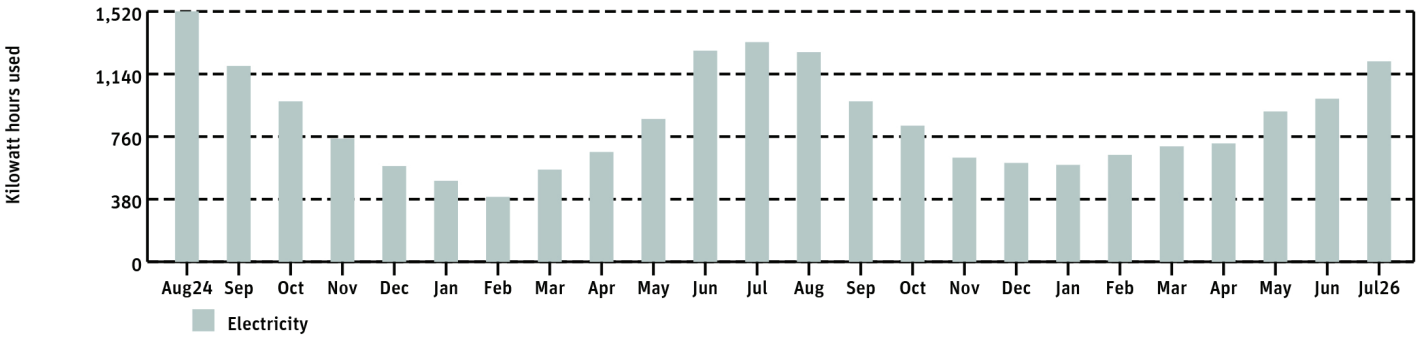
Fixed daily charges

Daily Charge 12	31 days @ 31 days @	2.699 3.104	dollars per day (excl. GST) dollars per day (incl. GST)	$83.67
			Fixed charges total (excl. GST)	**$83.67**

Variable charges 13

Charged Outside of the Free Hours	1,059 kWh @ 1,059 kWh @	31.100 35.765	cents per kWh (excl. GST) cents per kWh (incl. GST)	$329.35
Free 9PM - Midnight, Monday To Friday	135 kWh @	0.000	cent per kWh	$0.00
			Variable charges total (excl. GST)	**$329.35**

Your electricity usage 14



About your energy use graph
The data for the monthly graph is calculated on a calendar month rather than billing period so your bill and monthly graph may slightly differ.

Your bill comparison 15

Billing Period	Days	Description	kWh	Charges (incl. GST)
28 Jul 2026 to **27 Aug 2026**	31	Electricity used	1,194 kWh	$474.97

About your bill comparison
This information shows your electricity usage (electricity used) and, if applicable, export (electricity sold) to help you easily compare your last two billing periods. Charges include fixed and variable electricity charges (incl. GST) only. They exclude gas, broadband, credits and other adjustments so may differ from your total amount due.

Did you know you can manage your account online via 'My Account' or our app? Visit contact.co.nz/myaccount to register. Here you'll find a quick and easy way to make sure all your details like phone numbers etc are up to date and see more info about your usage/consumption data.
You can also use WhatsApp or Facebook Messenger if you have any questions. You'll find links to these under 'Contact us' at contact.co.nz

Utilities Disputes can help with energy complaints we can't resolve. It is free and independent.
0800 22 33 40 **utilitiesdisputes.co.nz**

Billy ELECTRICITY AUTHORITY TE MANA HIKO
POWERSWITCH by consumer.

Are you on the best power plan for you?
For a free, independent comparison, check at
billy.govt.nz or **powerswitch.org.nz**

How to read your Good Plan bill

Lets get down to the detail. Once you know your way around your Contact bill, you'll feel more comfortable understanding what you owe and why.

Front of bill

1. **Barcode:** This is used if you make an in person (over the counter) payment.
2. **Contact details:** If you have a query, you can contact us through our app or My Account (go to the Support section, navigate down to Contact us). Or feel free to give us a call. If you're experiencing a fault, you'll find our faults toll-free number here too.
3. **Statement date:** The date your invoice was generated.
4. **Account number:** Your account number is used for all sorts of things and we'll need it if you give us a call, so keep it handy!
5. **Previous balance:** This is the amount of your last bill.
6. **Payments and transactions:** These are the payments and transactions we've processed since your last bill.
7. **Opening balance:** The amount due from your last bill.
8. **Credit:** Credits display minus GST, for example this credit amount including GST is $150.
9. **GST:** A combination of the GST you get charged minus the GST you receive from any credits.

Back of bill

10. **ICP number:** (Installation Control Point). Each house has its own ICP number and this is what identifies your home's connection to the electricity network. ICP numbers are linked to properties, not people.
11. **Bill period:** How many days the bill is for.
12. **Fixed Daily charges:** A fixed rate you're charged each day regardless of how much power you've used. This varies between pricing plans and is made up of things like meter rentals, overhead costs (including meter reading) and usually a fixed fee charged by network operators or lines companies.

    User type: This will also show if your home is on a Low or Standard user plan type (you can choose this). This example is a Standard user type. Low User will have "Low User" noted in brackets.
13. **Variable charges:** How many units of electricity your home has used during this billing period in kilowatt hours (kWh). You will see this broken into electricity used in your free/discounted power period and your charged power period.
14. **Usage graph:** This shows usage over a two year period, handy if you want to calculate total usage over one or two years. If you have a smart meter, a more detailed graph is in our app.
15. **Bill comparison:** Information to help you compare your last two billing periods.