



meridian

Your easy-to-read  
**energy**  
**bill**

JUNE 2010


**This brochure explains the key features of your bill and where to find them.**

**Features**

- 1 Here are our contact details if you have any questions.
- 2 This is the address where the electricity supply is connected and which we are billing you for.
- 3 These are the charges for the period of your bill and show whether your bill is calculated on an actual or estimated meter reading.
- 4 If you're eligible for a prompt payment discount, this is the amount of discount you will receive, if you pay your bill in full by the due date.
- 5 This is the discounted amount due for payment, including GST, if paid by the due date.

- 6 Look here for any messages from us.
- 7 This lets you know when our meter reader is next planned to visit your property.
- 8 This is the transaction history since your last bill.
- 9 This is a summary of the charges for the period of your bill, and is also where any charges, such as Service Fees, will appear.
- 10 This is your meter reading information, which has been used to calculate your bill. This also shows whether your bill is calculated on an actual or estimated meter reading.
- 11 This shows the amount of electricity used (or estimated) and the number of days your bill covers.
- 12 These are the rates that we are billing you on.
- 13 These are the different ways you can pay your bill.

**Statement and Tax Invoice**



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**1 Meridian Energy Limited**  
 P O Box 2128, Christchurch  
 www.meridian.co.nz  
 e-mail: service@meridianenergy.co.nz  
 Phone: 0800 496 496 (enquiries)  
 Mornings 7:30am - 7:30pm  
 0800 496-596 (faults)  
 Fax: 0800 497 498  
 GST No: 71-117065

MR AB CUSTOMER  
 322 MANCHESTER STREET  
 CHRISTCHURCH 8013

**Customer Number 10710**

Invoice Number 5617050912-109  
 ICP Number 0007108484RN-8F0  
 Date 08 April 2010  
 Due date 22 April 2010

**2 Electricity supplied to**  
 322 MANCHESTER STREET, CHRISTCHURCH

**Opening balance** \$0.00  
*For details of your previous transactions, please turn over page*

**3 Current charges (based on actual read)** \$240.14  
 Includes GST of \$26.68  
*For details of your current charges, please turn over page*

**Total amount due** \$240.14

**4 Prompt Payment Discount received if paid by 22 Apr 10** \$24.02 (credit)

**5 Discounted amount due by 22 Apr 10** \$216.12


**6 It's time for your Customer Catch Up**  
 You can relax in the 12 months to 7 March 2010 you used 12,181 units (kWh). You're currently on the Standard plan. Based on these figures, it looks like you're already on the best plan - assuming your power usage stays about the same in the coming year.

**Payment Slip**  
 Please detach and return with your payment. If paying by cheque, make payable to Meridian Energy.  
 See Your Payment Choices (on reverse) for convenient ways to pay your account.

**Due date 22 Apr 10**  
**Discounted amount due by 22 Apr 10** \$216.12

**Total amount if paid after 22 Apr 10** \$240.14

MR AB CUSTOMER  
 Customer Number 10710  
 Invoice Number 5617050912-109



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**7 Charges for the period 07 Mar 10 to 06 Apr 10 (31 days)**  
 Your next reading will be on or around 06 May 10

**8 Previous transactions**

09 Mar 10	Last bill balance	\$183.64
23 Mar 10	Direct Credit	\$165.27 (credit)
25 Mar 10	Prompt Payment Discount	\$18.37 (credit)
<b>Opening balance</b>		<b>\$0.00</b>

**9 Current charges**

Description	Meter Number	Previous Reading	Present Reading	Units	Multipier	Rate	Total
MeridianPlus Day/Night Night	ABC12345	020918	020985	367		11.80c	\$43.17
MeridianPlus Day/Night Day	ABC12345	014556	015205	649		26.88c	\$174.45
Electricity Commission* Lany Charge				1016		0.15c	\$1.62
MeridianPlus Daily				31		65.80c	\$20.40

**Total current charges** \$240.14  
 Includes GST of 12.5%

\*The Electricity Commission is the government organisation responsible for regulating New Zealand's electricity industry.

**Terms and Conditions**  
 Meridian Energy accepts all electricity on the basis of its standard terms, fees and charges, and our standard terms and conditions. Nothing in our standard terms and conditions affects your rights under the Consumer Guarantees Act which applies, in addition to your rights under our standard terms and conditions, provided you are not making electricity and services for use in a business. For terms and conditions please visit www.meridian.co.nz or phone us on 0800 496 496.

**Meridian Energy - In-House Complaints Resolution**  
 If you have a concern or complaint about your experience with Meridian, we'll work with you to resolve problems quickly and fairly. You can contact us in three ways: Telephone 0800 496 496 (between 7:30am and 7:30pm, Monday to Friday), or in writing: Customer Resolution Team Leader, PO Box 2128, Christchurch, or Email: service@meridianenergy.co.nz. If we can't resolve your problem there and then, a Customer Resolution Team member will take responsibility for working with you to a fair resolution.

**Electricity and Gas Complaints Commission**  
 Meridian Energy is a member of the Electricity and Gas Complaints Commission (the "EGCC") which provides a free, independent dispute resolution service. You should raise your complaint with us in the first instance. If we are unable to resolve your complaint, you have the right to refer your complaint to the Commissioner at the EGCC. You can write a complaint to the EGCC in three ways: Via the EGCC website: http://www.egcc.govt.nz; by email: info@egcc.govt.nz; or by phone: 0800 22 33 44; or in writing: FreePost 102682, Electricity and Gas Complaints Commission, PO Box 6144, Wellington.

**13 Payment Choices**

<b>Direct Debit</b> Direct Debit is the easiest way to pay your account. It lets you pay the full amount of your invoice automatically on the due date of each month.	<b>LevelPay</b> LevelPay is a payment plan that sets a fixed weekly, fortnightly or monthly direct debit amount based on your average annual electricity usage.	<b>Internet/Phone Banking</b> You can pay your bill using internet banking or with a touch tone phone. Please contact your bank directly for more information.	<b>Cheques</b> Send your cheque made out to Meridian Energy with this payment slip, to the mailbox/energy provided to: Private Bag 4958 Christchurch 8042 Centre, Christchurch 8140.
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# How much could you save on your bill?

If you put the following energy saving measures in place, here's how much you could save each year.

Energy saving measure	Estimated cost <sup>‡</sup> (installed, labour included)	Estimated annual savings <sup>**</sup>
Replacing your 4 most used light bulbs with compact fluorescent light bulbs	\$6	\$65 – \$75
<b>Hot water cylinder wrap</b>	<b>\$100</b>	<b>\$20 – \$100</b>
Water saving shower head	\$40 – \$300	Up to \$500
<b>Ceiling insulation</b>	<b>\$1,300 – \$1,400</b>	<b>\$180 – \$400</b>
Under floor insulation	\$800 – \$1,000	\$60 – \$300

‡ Approximate costs only. Actual costs will vary depending on the unique characteristics of each house.

\*\* Savings figures provided are based on a New Zealand average cost of electricity of 20.24 c/kWh. They are estimates that are indicative only.

Source: Energy Efficiency and Conservation Authority July 2008.

## Use our online calculator

If you'd like to know how much you could save by making energy efficient improvements visit our website at [www.meridian.co.nz](http://www.meridian.co.nz) and use our online calculator.

You'll find out where the energy in your home goes, and how you could make your home more energy efficient.

It's really easy to use – with just a couple of clicks you could be on your way to a drier, cosier home, which will save you energy and money.

For more information phone **0800 496 496** anytime between 7.30am and 7.30pm, Monday to Friday (excluding public holidays), e-mail us at [service@meridianenergy.co.nz](mailto:service@meridianenergy.co.nz) or visit [www.meridian.co.nz](http://www.meridian.co.nz).

Where possible Meridian prints with mineral-oil-free, soy-based vegetable inks on paper from well-managed forests that comply with environmentally sustainable practice and principles. Please recycle.

[www.meridian.co.nz](http://www.meridian.co.nz)



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