EXEMPLAR BILL EXPLAINER

3 Zappy

1 CUSTOMER ACCOUNT NUMBER:
19-0096-1724

2 ELECTRICITY ICP NUMBER:
0000161505BCKEO
Each home has a unique ICP (installation control point) number which identifies your property when switching electricity companies or making a query.

GAS ICP NUMBER:
0000161505DFF89

Tax Invoice Number:
5076846457

6 **Tax Invoice Date:**
21 July 2026

5 **GST Number:**
091-222-444

4 **Customer Service:**
9am-5pm Mon-Fri
0800 101 10
info@zappy.org.nz
www.zappy.org.nz

Faults & Emergencies:
0508 832 867

Kate Johns
18 Shepherds Lane
Te Rapa
Hamilton
New Zealand 3200

TOTAL AMOUNT DUE (INCLUDING GST)

$476.35 BASED ON AN ACTUAL READING

Payment due on 30 July 2026

Billing Period: 15 Jun – 12 Jul 2026 (28 days)

YOUR ACCOUNT SUMMARY

Previous balance: 16 May to 14 June 2026	$450.00
Payment received:	-$433.50
Overdue balance:	**$16.50**
Service charges: 15 June - 12 July 2026	$496.19
Bundle Discount 4%:	-$19.85
AMOUNT DUE (INCLUDING GST):	**$476.35**

PRICING PLAN NAME: **BUNDLE (OPEN TERM)** PRODUCT IDENTIFICATION CODE: **ZAPP-DISTOPENBUNDLE32026**

SERVICE CHARGES SUMMARY

Service	Total (incl GST)
Electricity	$140.75
Gas	$189.44
Broadband	$100.00
Mobile	$66.00
Total including GST	**$496.19**

HOW TO PAY

Direct Debit: Set up a direct debit with us at zappy.org.nz/directdebit or call us on 0800 101 10.
Online banking: Pay direct to our bank 01-435-6789546-00 using your customer account number 19-0096-1724 as the reference.
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Customer and Account Identification

These elements identify the customer and the supply address, and must appear on every bill.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
1	**Customer account number** ALWAYS	Uniquely identifies this customer's account with the retailer. Used as a payment reference.
2	**Customer's ICP identifier, clearly labelled 'ICP' followed by the identifier** ALWAYS	Must appear verbatim as 'ICP' followed by the 15-character identifier. Stays with the property on retailer switch.
–	**If bill total exceeds $1,000 and the buyer is GST-registered: buyer's name plus one or more of — address, phone number, trading name, NZ business number, or URL address** IF APPLICABLE	IRD requirement for tax invoices over $1,000 where the buyer is GST-registered.

Retailer Identification and Contact

The bill must enable the customer to identify and contact their retailer.
IRD tax invoice requirements are incorporated below.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
3	**Retailer's trading name and/or brand name** ALWAYS	Must be present even if a logo is used. Must match the registered trading name.
4	**Contact information for the retailer (link or details)** ALWAYS	A phone number and website sufficient for a customer to make contact without external searching. Mailing address is optional.
5	**Retailer's GST registration number** ALWAYS	Required by the GST Act 1985 for all tax invoices.
6	**Date of invoice (tax invoice date)** ALWAYS	The date the invoice was issued. Required by the GST Act 1985.

Not in clause 5: GST registration number and tax invoice date are required by the GST Act 1985 for invoices over $50 (further requirements apply over $1,000). Retailers must satisfy both the Code and the GST Act independently.

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Payment Obligations and Amounts Owed

These elements communicate the key financial obligations, including the total owed, payment due date, any outstanding balances, and any credits or adjustments applied during the period.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
7	**Due date(s) for payment** ALWAYS	The date by which payment must be made, stated in full date format — for example '30 July 2026'. Must be displayed at Level 1 prominence, large and bold, at the top of the bill and immediately adjacent to the total amount owed.
8	**Total amount owed, in dollar figures (inclusive of GST)** ALWAYS	The total amount the customer owes, including current charges, any overdue amounts, credits, reversals, discounts and bundled services. Must be GST-inclusive and must be the most visually dominant element on the bill. Includes all amounts — not just the current period charge.
9	**Any overdue amounts owed, in dollar figures, and the invoicing period to which they relate** IF APPLICABLE	Where the customer has an outstanding balance from a previous billing period, the overdue amount must be shown separately in dollar figures along with the period it relates to — for example 'Overdue balance: $16.50 (16 May to 14 June 2026)'. Must be clearly distinguishable from the current period charges.
10	**Any credits, reversals, and discounts applied by the retailer, in dollar figures — including bundle discount** ALWAYS	Where a retailer is seeking to recover a previously undercharged amount (back-bill), the amount must be clearly stated in dollar figures. Must be displayed separately from current period charges. The retailer must also advise the customer they may pay by instalments.
-	**Undercharged amount ($)** IF APPLICABLE	Where a retailer is seeking to recover a previously undercharged amount (back-bill), the amount must be clearly stated in dollar figures, including GST, in either the bill or a separate written communication. Where the undercharged amount is at or above the retailer's threshold, the retailer must also advise the customer they can request a payment plan.

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Charges Breakdown

A transparent breakdown of all charges is required so that customers can verify how their total was calculated. All dollar amounts must be GST-inclusive.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
11	**Amount owed for the invoicing period, in dollar figures, with reference to the invoicing period and number of days** ALWAYS	Use the form: 'Amount owed for the invoicing period [start] to [end] ([N] days).'
12	**Dollar amounts for each bundled good or service, for the invoicing period** IF APPLICABLE	Where the invoice covers bundled services (e.g. broadband + power), each component must be itemised separately.

ELECTRICITY CHARGES

Charge Type	Quantity (15)	Rate (incl GST) (16)	Total (incl GST)
Peak	92.00 kWh	$0.36	$32.79
9pm-7am Mon-Fri	420.00 kWh	$0.17	$72.45
Weekends	100.00 kWh	$0.29	$28.75
Fixed daily charge	28 days	$0.24	$6.76
Total including GST			**$140.75**

(13)

GST has been calculated for each price shown. As a result, total amounts may differ slightly due to rounding.

(14) SOLAR EXPORTED (CREDITS APPLIED)

Description	Quantity	Rate	Total
Peak - export	300.00 kWh	$0.3099	+$92.97
Off peak - export	50.00 kWh	$0.15	+$7.50

ELECTRICITY USAGE

METER NUMBER: 12A091898

Meter read	Meter type	Total (kWh)
Peak	Communicating	92.00
9pm-7am Mon-Fri	Communicating	420.00
Weekends	Communicating	100.00

GAS CHARGES

Charge Type	Quantity	Rate (incl GST)	Total (incl GST)
Variable charge	591.00 kWh	$0.276	$141.84
Daily charge	28 days	$1.955	$47.60
Total including GST			**$189.44**

GST has been calculated for each price shown. As a result, total amounts may differ slightly due to rounding.

GAS USAGE

METER NUMBER: 12A094422

Meter read	Start	Current	Volume used (M^3)	Meter factor	Calorific value (kWh /M^3)	Energy (kWh)
Variable	833.00	885	52.00	1.01157	11.1819	591

BROADBAND CHARGES

Description	Total (incl GST)
Fibre classic unlimited	$100.00
Total including GST	**$100.00**

Charges Breakdown

A transparent breakdown of all charges is required so that customers can verify how their total was calculated. All dollar amounts must be GST-inclusive.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
13	**Consumption amounts by period (peak, off-peak, shoulder) in kWh or MJ, where applicable** ALWAYS	Show each pricing period separately for time-of-use tariffs. Required even if only one period applies.
14	**Any injection (solar export) amounts by period (peak, off-peak, shoulder) in kWh or MJ, where applicable** IF APPLICABLE	Required for customers with embedded generation. Show by pricing period where applicable.
15	**Rate(s) charged per kWh (e.g. night, daily, anytime rates) and any fixed or variable charges (e.g. daily fixed charge)** ALWAYS	All unit rates and fixed charges must be stated with their units (cents/kWh or $/day).
16	**Dollar amounts inclusive of GST — all amounts in the breakdown must be GST-inclusive** ALWAYS	A clear notation that all amounts include GST must appear in both the breakdown and the account summary.

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Meter Reading Basis

Customers must be informed whether their bill is based on actual or estimated meter data. If estimated, the bill must say so explicitly and provide a means for the customer to submit their own reading.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
17	**Statement of whether the bill is based on an actual meter reading or an estimated reading** ALWAYS	A plain-language statement on every bill. Where estimated, must explicitly state: 'This bill is based on an estimated reading.' Compulsory wording: *"Based on an estimated reading."*
–	**Where the bill is based on an estimated reading: a link to or information about how the customer may submit a customer meter reading** IF APPLICABLE	Must be included on any estimated bill. A URL or instructions for submitting a reading.

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Charges Breakdown

Customers must be able to identify their current plan, its unique code, and any contractual obligations or exit costs.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
18	**Product identification code** ALWAYS	A unique machine-readable code assigned to the customer's electricity plan. Must be shown prominently on the bill. Segmented with hyphens for readability — for example 'CTCT-VCTR-G-FIXED24-LOW-BUNDLE2-2024'.
19	**Pricing plan name** ALWAYS	The name of the customer's current plan as listed in the retailer's plan catalogue — for example 'Bundle (Open Term)'. Must appear alongside the product identification code.
–	**Contract end date** IF APPLICABLE	Where the customer is on a fixed-term plan, the expiry date must be shown.
–	**Amount of any contract exit fee** IF APPLICABLE	The dollar amount of any early termination fee that would apply if the customer left their current plan.

Payment Options

The bill must either list the available payment methods or direct customers to where that information can be found.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
20	**Payment options available to the customer, or advice on where the customer may find information about available payment options** ALWAYS	Either list the available payment methods on the bill, or provide a link or reference directing the customer to where payment options are published.

MOBILE CHARGES

Description	Days	Rate (incl GST)	Total (incl GST)
35GB Endless Data			$50.00
Roaming	2	$8	$16.00
Total including GST			**$66.00**

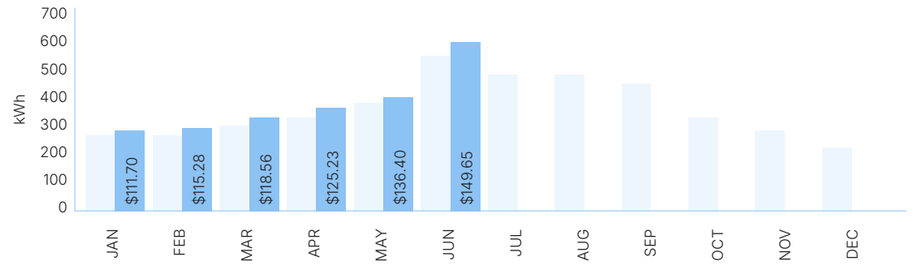
ELECTRICITY

21

YOUR ELECTRICITY USAGE

2025 2026

You used 612 kWh this month, an increase compared to 401 kWh in June/July 2025.



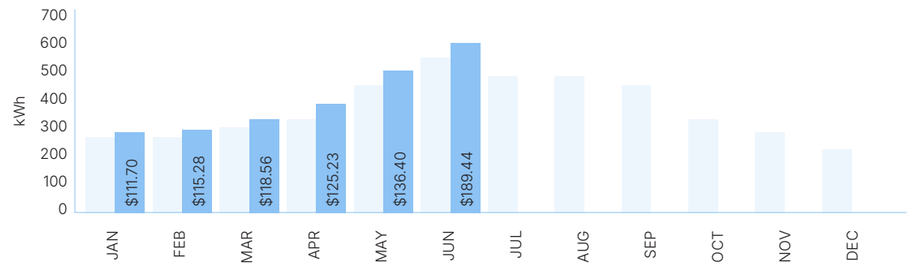
The data for the graph is calculated on a calendar month basis rather than on your billing period, so your bill and graph may differ.

GAS

YOUR GAS USAGE

2025 2026

You used 591 kWh this month, an increase compared to 500 kWh in June/July 2025.



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Have a concern or complaint?

If you have a concern or complaint, please call **0800 101 10** or email info@zappy.org.nz to access our free complaints process.

22 UTILITIES DISPUTES TAUTOHETOHE WHAIPAINGA If we cannot resolve your complaint, you can contact Utilities Disputes at www.udl.co.nz via live chat or to make a complaint. You can also call 0800 22 33 40. Utilities Disputes, the free, fast, effective and independent service that sorts complaints about utilities providers.

Are you on the best power plan for you?

23 Billy ELECTRICITY AUTHORITY TE MANA HIKO Check at billy.govt.nz – a free, independent comparison site.

Consumption and Injection History

Historical usage data helps customers understand their consumption patterns and contextualise current charges.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
21	**Comparison of the customer's consumption and injection for the current invoicing period and at least one previous period, in both kWh/MJ and dollar figures** ALWAYS	Show both the energy amount (kWh or MJ) and the corresponding dollar cost for each period. A table or bar chart satisfies this requirement.

Prescribed Links and Dispute Resolution

These elements are prescribed by the Code and must use the Authority's specified wording where applicable.

Ref	REQUIREMENT	WHAT THIS MEANS IN PRACTICE
22	**Link to or information about Utilities Disputes (UDL)** ALWAYS	Must include clear and prominent UDL information with the UDL logo. For digital bills, both the logo and www.udl.co.nz must be hot-linked. Retailer's own complaints contact must appear first. Prescribed wording: *"Have a concern or complaint? If you have a concern or complaint, please call [retailer number] or email [retailer email] to access our free complaints process. If we cannot resolve your complaint, you can contact Utilities Disputes at www.udl.co.nz via live chat or to make a complaint. You can also call 0800 22 33 40. Utilities Disputes, the free, fast, effective and independent service that sorts complaints about utilities providers."*
23	**Link to the electricity plan comparison platform (Billy) using the wording prescribed by the Authority** ALWAYS	Must use the Authority's exact prescribed wording. Prescribed wording: *"Are you on the best power plan for you? Check at billy.govt.nz – a free, independent comparison site."*