



9am-5pm Mon-Fri | 0800 101 101

info@zappy.co.nz | www.zappy.co.nz

Kate Johns
18 Shepherds Lane
Te Rapa
Hamilton 3200

Tax Invoice Number: 5076846457
Tax Invoice Date: 21 July 2026
GST Number: 091-222-444

Kia Ora Kate,

We need to correct an undercharge on your electricity account

We're contacting you because we've identified that your electricity account was undercharged for a period of time.

This means some electricity you used was not fully included in earlier bills. Your latest bill includes an adjustment to correct this.

We understand this may be unexpected, and we're sorry for the inconvenience.

Importantly, there are rules in place to protect you, including limits on how much can be recovered and support to help you manage repayments.

What happened?

Between **12 March 2026 and 12 July 2026**, your bills were lower than they should have been because an actual read did not occur in this time because we were unable to safely access your meter.

When we received updated information and completed a review of your account, we identified an undercharged amount that now needs to be corrected.

Your bill summary

Description	Amount (incl GST)
Current electricity charges (15 June-12 July 2026)	\$149.65
Undercharged amount adjustment (12 March 2026 and 12 July 2026)	\$146.50
Total amount due	\$296.15

Your protections under the Electricity Industry Participation Code

Because this bill includes an undercharged amount:

- we can only recover charges from the previous six months unless a limited exception applies
- we will not charge interest on the undercharged amount
- you do not have to pay the undercharged amount all at once

- you can request a payment plan and pay in instalments over time.

Under the Code, the repayment period must be at least as long as the period over which the undercharging occurred.

In this case, the undercharging occurred over approximately four months, so you will have at least four months to repay the undercharged amount if you choose a payment plan.

Payment options

You can:

- pay the full amount by the due date shown on your bill, or
- contact us to arrange a payment plan.

If you would like to pay in instalments, please contact us at [0800 101 101](tel:0800101101) or info@zappy.com and we'll work with you to find a suitable arrangement.

How to reduce the chance of this happening again

A few simple things can help reduce the likelihood of future undercharging:

- check your bills regularly, especially if they appear unusually low or show estimated usage
- provide meter readings if you do not have a smart meter
- make sure meter readers can safely access your meter when required
- keep your contact details up to date
- ask us about upgrading to a smart meter if you do not already have one.

If we are unable to obtain a meter reading for more than four months, we will contact you to explain what this means and what options are available.

Yours sincerely,

[Authorised signatory name]

[Title]

Zappy



Have a complaint?

If you have a complaint, please call 0800 101 101 or email info@zappy.co.nz 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.

Are you on the best power plan for you?



Check at billy.govt.nz – a free, independent comparison site.