

Understanding your electricity bill



Tautohetohe Whaipainga | Utilities Disputes (UDL) sorts complaints about electricity, gas, water, telecommunications, or broadband installation (shared property).

Our service is free, independent and fair.

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Glossary of terms

Actual

Actual means your electricity provider read the meter to find out your electricity use. A meter reader viewed your meter or, if you have a smart meter, the meter sent a reading to your electricity provider.

Billing period

The billing period is the number of days the bill is for.

Bundles

Bundled deals are deals with providers where several utilities, eg., gas, electricity, and broadband, are retailed to you under one deal.

EA Levy

The Electricity Authority (EA) regulates the electricity market in New Zealand. The levy helps pay for this regulation. What you pay depends on how much electricity you use.

Estimate

Estimate means your provider has not read the meter to find out your electricity use. Instead they estimated your use based on previous bills.

Fixed or daily charge

The fixed or daily charge is what you pay for each day your electricity supply is connected. This can also be referred to as a lines or network charge.

GST

GST stands for goods and services tax. This is a government tax you pay when you buy electricity and other products.

ICP

ICP stands for installation control point. Your ICP has an individual number identifying where your property connects to the electricity network.

Meter

A meter measures the electricity you use. Each meter has a unique serial number. Some properties have more than one meter. Some meters have more than one register to record electricity from different groups of appliances.

Pricing plan

A pricing plan is what your retailer uses to calculate your bill. Your pricing plan depends on how the meter is set up at your place and what plan you choose.

Unit or variable charge

The unit or variable charge is the rate you pay for electricity multiplied by the number of kilowatt-hours you use.

Units or kilowatt-hours

Units or kilowatt-hours (usually written as kWh) are the measuring units for electricity, like centimetres are for length and kilograms are for weight.

Kilowatt-hours are calculated by multiplying power (measured in kW) by time (measured in hours).

So if you use a 1 kW heater for one hour, or a 2 kW heater for half an hour, you use one kilowatt-hour of electricity.

Other charges

Sometimes there is a separate section on your bill for other charges. This might include a bond, debt management fees, disconnection and reconnection fees, or meter test fees.

When you open an account with an electricity provider you agree to terms and conditions that include fees the provider may charge.

Contact your provider to ask for an explanation of any unexpected charges.

How UDL can help

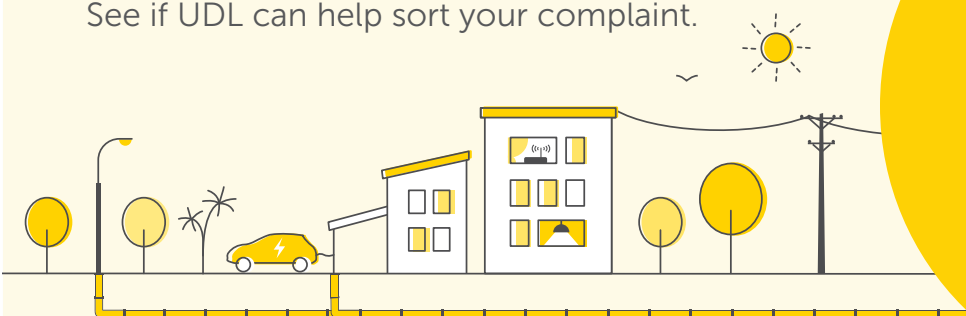


We can look into almost any complaint about an electricity or gas provider.

We cannot look into complaints about the price of electricity. However, we can check the provider has given you good information about the price, and we can check your bills are correct.

Get in touch

See if UDL can help sort your complaint.



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