



**Thank you for choosing Pulse Energy**

You have made a great decision to switch your energy account to Pulse Energy, thank you. This email includes some important information about setting up your account as well as a copy of your Agreement with us.

**Your Account Number**

9088705015



**My Account**

You are registered for My Account to receive your bills online. Please click on the link below to ensure your account has been activated.

**ACTIVATE MY ACCOUNT**



**Direct Debit**

Direct Debit is a convenient and secure way to pay your bill in full each month. You can set up your Direct Debit online by following the link below.

**SETUP DIRECT DEBIT**

**Other Important Information for You**

**Summary of Your Plan**

For a full copy of your Residential Agreement and any applicable Product Schedules you can click on the link below. You are encouraged to read this as it has important information about your account with us. Your price plan which forms part of your agreement with us, is available through My Account.

**PULSE ENERGY RESIDENTIAL AGREEMENT**



**Medical Dependent  
or Vulnerable Customer**

If you or someone in your household is reliant on electricity to support the use of critical medical equipment, please let us know as soon as possible by filling out the form below.

**MEDICAL DEPENDENCY FORM**



**Natural Gas and LPG**

You could receive an extra discount each month by having your Natural Gas or LPG with Pulse Energy. If you would like to add gas to your account with us you can follow the link below.

**NATURAL GAS AND LPG**



**Your Customer  
Care team**

You can contact our Customer Care Team about your account from Monday to Friday, 8am-8pm (excluding public holidays). When you call us we will ask you a couple of security questions to verify we are speaking to an authorised person on your account.

Email: [customer.care@pulseenergy.co.nz](mailto:customer.care@pulseenergy.co.nz)

Web: [www.pulseenergy.co.nz](http://www.pulseenergy.co.nz)

Phone: 0800 785 733

The best time to call us is Tuesday to Friday from 10am to 3pm.

Thank you for choosing Pulse Energy, we are delighted to have you as a customer.

Kind Regards,



Yogesh Chand

General Manager Customer Care

PO Box 10044, Dominion Road, Auckland 1446, New Zealand.  
Fax: +64 9 378 4405  
Freephone: 0800 785 733

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## Your Price Plan

The table below has the rates which are applicable to your plan with us. This is Schedule A – Your Price Plan.

### Pulse Energy Low User Vector Northern

	Daily Fixed Charges Cents/Day	Uncontrolled - 24 Hours Cents/KWh
Electricity Authority Levy		0.110
Network Services Variable - Inclusive		9.430
Price Promise Adjustment		-3.000
Metering		1.460
Energy Rate		12.250
Network Services Fixed Daily	15.000	
Retailer Services	15.000	
<b>Total</b>	<b>30.000</b>	<b>20.250</b>

Please note that the above rates are GST exclusive.

We flow through the Network Services charges

The above pricing is based on our assumption of your meter configuration, data provision and standard Network Charges. If for any reason your actual configuration, data provision or Network Service charges are different, our pricing for your meter configuration, data provision and Network Services charges will apply.

Sometimes we may charge you for specific services that are not part of your price plan above. These fees can be found in Schedule B – Fees in our full Terms and Conditions or online at [www.pulseenergy.co.nz](http://www.pulseenergy.co.nz)

## Your Price Plan

The table below has the rates which are applicable to your plan with us. This is Schedule A – Your Price Plan.

### Natural Gas - Greater Auckland

	Daily Fixed Charges Cents/Day	Gas Cents/KWh
Natural Gas Daily	123.391	
All Energy Discount	-40.000	
Natural Gas Variable		6.579
Total	83.391	6.579

Please note that the above rates are GST exclusive.

The above pricing is based on our assumption of your meter configuration, data provision and standard Network Charges. If for any reason your actual configuration, data provision or Network Service charges are different, our pricing for your meter configuration, data provision and Network Services charges will apply.

Sometimes we may charge you for specific services that are not part of your price plan above. These fees can be found in Schedule B – Fees in our full Terms and Conditions or online at [www.pulseenergy.co.nz](http://www.pulseenergy.co.nz)