

How to Register for Online Services – a Step by step guide

1. Go to www.contactenergy.co.nz

2. Select the 'Register now' button

contact

NO. 1 WEBSITE
Experience
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JUL - DEC 2010

Customer Service 0800 80 9000

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New Zealand's electricity, gas and LPG company – Contact Energy

Contact Energy is one of New Zealand's leading energy generators and retailers, providing electricity, natural gas and LPG to around 600,000 customers nationwide. We are one of the country's largest listed companies and the only electricity and natural gas supplier to offer Fly Buys.

Take some time to find out more about us. Contact is a reliable company you can trust. We pride ourselves on values of being open, honest and treating our customers with respect.
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Sign in to your online account:

User ID:

[Forgotten your user ID?](#)

Password:

[Forgotten your password?](#)
[Reset your password](#)

Sign in →

Online Services provides the perfect way to manage your energy account online from anywhere, at any time.
[Find out more >](#)
[Online Online FAQs>](#)

Register now →

Save money this winter!

3. Enter your Account number and ICP number, then select the 'Continue' button.



Register for Online Services - step 1 of 3



Online Services is not available to Rockgas customers.

To start, you will need your **account and ICP numbers**. You'll find both of these numbers on the top right hand corner on the reverse side of your bill.

Account Details

All fields marked with * are required.

Account number: *

e.g. 9071532601

ICP number: - *


e.g. 0003941507JL-R6B

Back

Continue →

Your Account number can be found on the front page of your bill:

Tax Invoice/Statement
GST No 65 384 825
COPY



DualEnergy Invoice
Account No. 0123456789
Statement Date: 27 Oct 2009

A NAME
PO BOX 123456
A STREET
WELLINGTON 6011

Your account number
Your account number helps us to identify you in our system. It would be useful to have this number close to hand if you contact us.

TRANSACTIONS SINCE PREVIOUS ACCOUNT

26 Sep 09	Balance	\$54.73
06 Oct 09	Payment Received - THANK YOU	\$47.95 Cr
07 Oct 09	Prompt Payment Discount	\$6.78 Cr
Balance at Previous Account		\$0.00

CURRENT CHARGES (SEE OVER FOR ACCOUNT DETAILS)

Electricity Charges (based on estimate read)	\$145.46
Gas Charges (based on estimate read)	\$148.76
OTHER CHARGES	\$12.14 Cr
Total Current Charges	\$282.08

(The current charges for this statement include GST of \$31.33)

Prompt Payment Discount if paid by 10 Nov 09 \$29.65 Cr

CONTACT ENERGY CUSTOMER SERVICE HOURS:
From 9am Monday to Friday
9am - 5pm Saturday
Phone 0800 80 8000
www.contactenergy.co.nz

POST PAYMENTS TO
PO Box 28097
Te Pahi
OR
Payments can be made
at NZ Post Agencies
or through branches



Your ICP number can be found on the back of your bill:

Account Details Page 2 of 3 Account No. 0123456789

ESTIMATED ELECTRICITY CHARGES FOR A STREET, WELLINGTON 6011
From 26 Sep 09 to 27 Oct 09 (32 days) ICP 0: 23456789PC-E00
Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate
1234567	03282	03763

Anytime 481 kWh
One Meter Continuous 32 Days
GST

TOTAL ELECTRICITY CHARGES

ESTIMATED GAS CHARGES FOR A STREET, WELLINGTON 6011
From 26 Sep 09 to 27 Oct 09 (32 days) ICP 0: 23456789PC-E00
Approximate next read date 26/11/09

Meter Number	Previous Reading	Present Estimate	Units Used	Meter Multiplier	Conversion Factor*	Total Consumption	Consump/day This Period
1234567890	3779	3952	175	1.000	11.27862	1951	60.9488

*Energy Conversion Factor(11.27862) + kWh Factor (11.28634) + Altitude Factor (1.00000) + Temp Factor (1.00131) + Pressure Factor (1.01186) + Deviation Factor (1.00000) + Meter Multiplier (1.000)

Energy Conversion Factor as per NZS1339:1997

Living Smart	1951 kWh @	4.671 cents per kWh	\$91.24
Living Smart Daily Charge	32 Days @	\$1.281 per day	\$41.00
GST			\$16.52
TOTAL GAS CHARGES			\$148.76

ICP number
This number is an industry reference and stands for Installation Control Point (ICP). An ICP is assigned by the network company to help identify each electricity supply point on your property.

4. Complete your details, then select the 'Continue' button:

[Homepage](#)
[For your home](#)
[For business](#)
[Investor centre](#)
[About us](#)
[Contact us](#)

Register - step 2 of 3

Register for Online Services Your Details

Next we need your sign in details, password and confirmation of your personal details. Please note, the information you use here will not affect the details that appear on your bill.

Your Details
All fields marked with * are required.

Sign-in name and password
Choose a User ID (your sign in name): *
e.g. jsmith

Choose a password: *
Must be at least 6 characters and is case sensitive.

Confirm your password: *
Confirm your password here.

In case you forget your password
If you forget your password, we can email you a password hint to trigger your memory.

Choose a password hint: *
e.g. Your dog's name

Security question
If you contact us, we may ask you this security question so we know we are talking to the right person.

Choose a standard question: *
What is your mother's first name?

Enter the answer here: *

First name(s): *

Last name: *

Email address: *
e.g. john.smith@example.com

Confirm your email address: *
e.g. john.smith@example.com

Mobile:

Residential details
Phone number: *
e.g. 04 1234567

Mailing address: *

Email communications
We like to reward our customers by running occasional promotions for free energy, giving away Fly Buys Bonus Points etc, and want to tell you about these by email. We'd also like to email you InContact, our quarterly newsletter, that includes a range of information such as competitions, energy savings tips, updates about what we are doing in the community and other messages we have to tell you. (Note: InContact will only be emailed if you get your bill online. Otherwise, we'll pop it into your paper bill. Our special offer emails will still be sent, regardless of whether you choose Online Billing.)

Yes, I am happy to receive InContact and other special offer emails from time to time.
 Yes No *

To choose the services you would like to use.

Enter Your UserID: This will be used as your sign in name so select something you will remember. Your User ID must be 6-14 characters long and cannot include spaces or dots.

Choose a password: You will need to enter this to access your online account. Enter it in both fields so we can check you have entered it correctly. Note that your password is case sensitive and must be 6-14 characters long.

Enter a password hint: This should be something that will remind you of what your password is if you forget it.

Choose a question that we may ask you to confirm that you are the holder of this online account and provide the answer.

Enter your personal details. Note that you must have a valid email address so that we can let you know when your Online Bills are ready to be viewed.

Select 'Yes' if you would like to receive our monthly newsletter and special offers by email from us.

5. Sign up to Online Billing.

Select the 'complete' button to get your bills online. You need to get your bills online to be eligible to receive the 22% Online OnTime discount.

Register - step 3 of 3

Account details Your details **Account services**

You are now registered for Online Services. Your account has been created and we have sent you a confirmation email. This final step allows you to tell us about any additional account services you wish to use.

Get your bill online - save time

Online Billing is the simple, secure and convenient way to view your energy bills online. We'll email you each month to let you know when your latest bill is ready. You can access, view and print up to 24 previous bills stored in PDF format on your Online Services account at any time so you can easily keep tabs on your energy use:

How would you like to receive your bills for this account?

Online (default)
 Paper bills

[Terms and Conditions](#)

Complete →

You are now registered for Online Services.

At this stage you will receive an email to confirm you are registered for Online Services.

You can log on to Online Services at any time through www.contactenergy.co.nz

If you have chosen to receive your bill online you will also receive another email confirming that you have signed up for Online Billing.

Don't forget, if you are a residential customer and would like to receive the **22% Online OnTime discount** each month, you must get your bill online and pay your bill by direct debit, SmoothPay direct debit, internet or telephone banking in full and by the due date. The 22% discount will appear on your next bill after you are set up.