

How to read your electricity invoice

1. The type of reading done for this invoice

This shows you whether the invoice had an actual reading (taken in person by our meter reader or customer) or an estimated reading. Estimated readings are based on your average consumption over the past 3 months.

2. Your details

This is your unique customer ID, name and primary address.

3. Invoice number and connection number

The invoice number refers to this invoice. The connection number refers to your connection number and is unique to your property. It is possible to have multiple connection numbers for multiple properties. It is important to have your connection number handy when enquiring about an invoice or when reporting a fault. This helps our team assist you more efficiently.

4. Billing cycle days

Shows the number of days in your current billing cycle, calculated from your last invoice date to your current invoice date. This is usually between 27 to 33 days.

5. Meter readings

Displays your previous and current meter readings, as well as the number of units consumed during the billing cycle, and daily average kWh (units), which are charged on this invoice.

6. The total amount TAU is charging you on this invoice

This shows you the tariff type you are on and how you are being charged. Domestic tariffs are for homes, commercial tariffs for businesses and demand tariffs for large customers. For Domestic tariff customers: Your first 60 units are charged at a primary lower rate, any units used between 61-300 units are charged at a secondary rate, and any additional units at a higher rate, based on a 30 day billing cycle. Units may vary depending on the number of days in your billing cycle.

7. VAT

The 15% VAT added to your bill that we pay to the Government for goods and services provided.

8. Using our prompt payment discount

This shows the amount you will pay for the current billing cycle, if you pay your bill before the due date and save 5% off your bill.

9. Balance brought forward

Shows any outstanding balance on your account, which may include non-electricity charges, such as a fault charge/s. If this balance is increasing despite regular payments or if the account is in credit, it will show as balance brought forward, please contact our friendly Debtors team for assistance.

10. Ways you can pay us

We try to make it easy for you to pay us. You can pay online, in-office with cash, cheque, or EFTPOS, through your place of employment, BillPay, in person at the bank, or at designated ATMs.

Te Aponga Uira



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Tax Invoice
 Actual Reading

13585
 Fred Utaga
 Tutakimoa
 Rarotonga
 Cook Islands

Invoice Number
 Connection Number

Q683 11022025
 V324

Date From: 13/01/2025

Date To: 11/02/2025

No Of Days: 29

Meter Readings				
Tariff	Present	Previous	Units	Daily Average kWh
D	31289	30592	697	24.03

Your Electricity Bill for this Month			
	Unit	Rate	Amount
Domestic Primary Consumption	58	0.58	33.64
Domestic Secondary Consumption	232	0.82	190.24
Domestic Balance Consumption	407	0.84	341.88
Subtotal			565.76
VAT amount			84.86
This Invoice total			650.62
This Invoice amount due if paid by 11/03/2025			618.09
Balance Brought Forward			9.10
Total Due if paid by 11/03/2025		taking advantage of early payment discount 5%	627.19
Total Due if paid after 11/03/2025			659.72

Payment options via online banking: visit our website for all our local bank details at teaponga.com/your-account/ or you can come into our main office in Tutakimoa, Rarotonga to make a payment. We accept EFTPOS, cash and cheque.

For more information, please contact our Customer Services Team at enquiries@electricity.co.ck.

P O Box 112, Rarotonga, Cook Islands • Phone +682 20 054 • Email Billings@electricity.co.ck
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