

HOW TO READ YOUR ELECTRICITY BILL

1 Account Number
123 123 1234 56

2 Electricity Supply Number:

5	01	012	123
10	9999	9999	100

Distributor: Happy Electric Grid, UK
Call: 080 00 00

3 Efficient Energy
0800 00 000
efficientenergy.co.uk
Mon-Fri 8am-8pm

4 24 hour emergencies
Electricity 0800 00 001
Gas 0800 00 002

5 Bill Date: 20 November 2014
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6 Mrs Z Doff
1 Electric Avenue,
Brighttown,
BRT1 0AA

Hello Mrs Z Doff,

Your electricity bill
For 20 Oct 2014 - 20 Nov 2014 (31 days)

The balance on your last bill	£7.60 in credit
You paid us 1 payment of £60.00	£60.00 credit
Your charges for this period (including VAT@5%)	£70.78
Your new account balance	£3.18 in debit

7 For 20 Oct 2014 - 20 Nov 2014 (31 days)

8 The balance on your last bill

9 You paid us
1 payment of £60.00

10 Your charges for this period (including VAT@5%)

11 Your new account balance

13 Could you pay less?
Over the next 12 months
Electricity personal projection
£835.87 (exclding VAT@5%)

This is based on an estimate of your usage last year. It includes your current tariff and our standard tariff once your current contract comes to an end in Dec 2014.

14 Our cheapest tariffs
You are already on our cheapest tariff

Remember it may be worth thinking about switching your supplier to ensure a better tariff.

12 Your monthly payments are **INCREASING**

Heading into the winter period your account is in **debit**. This means you have a fuel debt. This is likely to increase as your electricity consumption rises during the winter months. To help ensure you do not end up with a significant debit on your electricity account your direct debits will be increasing.

To set your new monthly amount we look at how much you've used in the past and adjust it for typical weather patterns. With current prices our estimates suggest that you are paying too little to cover your costs. So, unless we hear from you, we will set your new monthly payment to **£71.00**. This will start on the 1 December 2014.

You will find details of how we set Direct Debit amounts on the last page of your bill

KEY

- Your ACCOUNT NUMBER, sometimes called a CUSTOMER REFERENCE NUMBER, is unique to you and is used to identify your personal account details when you contact your supplier.
- MPAN stands for METERING POINT ADMINISTRATION NUMBER. This is your electricity supply number. It provides a unique identity reference number for your electricity meter.
- The CONTACT DETAILS of your electricity supplier including phone number and office opening hours.
- EMERGENCY CONTACT DETAILS to be used out-of-hours.
- The DATE your electricity bill was issued.
- The bill will be ADDRESSED to the person whose name appears on the account. You may wish to have more than one named person on the account in case of a change in circumstances.
- The PERIOD OF TIME you have been charged for the electricity you have used.
- The AMOUNT that was left on your bill from the previous payment. This could be a credit, a debit or a zero balance depending on how you pay.
- The PAYMENTS YOU HAVE MADE since the last bill.
- This is the TOTAL COST of the electricity you have used (or have been estimated to have used) for the billing period.
- Your NEW ACCOUNT BALANCE or AMOUNT OWED will take into account any existing credit you have on your account and will show as either a credit, a debit or a zero balance.
 - If you are a Direct Debit customer this will fluctuate throughout the year due to seasonality and the amount of electricity used.
 - If you pay each bill in full, as with standard quarterly customers, it will usually show a zero balance followed by the full amount owed for the current billing period.
- If you pay by DIRECT DEBIT you pay a fixed amount each month over a set period of time, usually a year. If these payments are too high and you are building up a large credit, or too low and you are building up a debt, your supplier will recalculate the amount you need to pay and will either increase or decrease your monthly payments to match your use.



Action for Warm Homes

13 PERSONAL PROJECTION is an estimate of your electricity use over a set period of time, usually a year. This helps your supplier set your payment plan if you are a direct debit customer, or can help people budget if they pay quarterly.

14 Cheaper tariff options now have to be highlighted to you by your supplier. Some suppliers will even tell you of cheaper tariffs with other energy suppliers. You can use an accredited switching site to view the best deals in your area.

15 Your PREVIOUS reading is the meter reading which is used as the starting point for this billing period.

16 Your LATEST reading is the meter reading which is used as the end point for this billing period. It is used to generate your current bill.

17 ESTIMATED or E readings are those supplied by your electricity supplier when they do not have an ACTUAL or 'A' reading supplied by either yourself or a company meter reader. Some suppliers may show readings you have provided as CUSTOMER, 'C' or YOUR reading. ESTIMATED readings are based on your previous use and average consumption levels.

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Electricity
Supply Number:

S	01	012	123
	10	9999	9999 100

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Electricity					
Meter: E12345678			Tariff: Electricity Efficient Tariff 2014		
Period	Previous Reading	Latest Reading	Electricity Units Used	kWh rate	Charge
20 Oct 14 -20 Nov 14	63505 your read	63993 estimated	488 kWh	x 12.67p	£61.83
Standing charge (31 days @18.00p per day)					£5.58
Total electricity charges for this period (excluding VAT@5%)					£67.41

About Your Tariff

You can use the information below to compare your current tariff with others.

Electricity

Tariff name Electricity Efficient Tariff 2014

Payment method Monthly Direct Debit

Tariff end date 31 Dec 2014

Exit fee (for early cancellation of tariff) £30

Annual consumption (based on estimates) 6,100 kWh

How did you work out my Direct Debit?

Direct Debit payments are calculated in a specific way. Meter readings are used to estimate usage until the end of your annual billing period. This is then adjusted for the time of year. Costs are calculated based on current prices and any outstanding debit or credits already existing on the account. The cost is then divided over the number of payments made until the end of your annual billing period.

Services for customers with specific needs.

If you have any extra needs, please contact us to let us know and ask us about our Priority Services Register. To find out what we can do to help you contact us on 0800 00 000

18 ELECTRICITY UNITS USED is the amount of electricity you have used during the set billing period. It is calculated by taking your PREVIOUS reading and subtracting it from the LATEST reading.

19 Electricity is measured in kiloWatt hours (kWh). The kWh rate is the current amount you are paying for your electricity. You may be on a tariff that is FIXED and this

will remain the same for the period of your contract, or you may be on a STANDARD tariff which means the cost of electricity will fluctuate depending on the market.

20 The STANDING CHARGE is a fixed cost associated with providing your electricity supply such as meter reading, maintenance and the cost of keeping your

home connected to the network and fees paid to other companies who operate and maintain parts of the electricity network.

21 The CHARGE is the amount you need to pay, minus VAT which will be added to the total cost at a rate of 5%. If the VAT on your bill is more than 5% you may be being charged a commercial rate and you should contact your supplier.

22 How you pay for your electricity and the amount you pay is called a TARIFF. There are many different tariffs to choose from offering different payment options, discounts and terms and conditions. It is worth asking your supplier if you are on the best tariff, or looking to see if there is a better tariff with a different supplier. There may be a cancellation fee if you switch tariffs or suppliers.

23 Further information on how direct debit plans are calculated.

24 Big energy suppliers have to offer their vulnerable customers extra services. They each have a Priority Services Register which offers free support to those with extra needs. Contact your supplier for further details. Distribution Network Operators (DNOs) also offer priority services for some customers. Contact details for your DNO can also be found on your bill.