HOW TO READ YOUR ELECTRICITY BILL

Account Number 123 123 1234 56

Electricity 012 123 9999 10 9999

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

Bill Date: 20 November 2014 Page 1 of 2

Mrs Z Doff 1 Electric Avenue, Brightown, BRT1 OAA



Hello Mrs Z Doff,

Your electricity bill

For 20 Oct 2014 - 20 Nov 2014 (31 days)	
For 20 Oct 2014 - 20 Nov 2021	£7.60
The balance on your last bill	in credit
You paid us	£60.00 credit
1 payment of £60.00 Your charges for this period (including VAT@5%)	£70.78
Your charges for this period (including	£3.18
Your new account balance	in debit

Could you pay less?

Ffficient Energy

0800 00 000

Mon-Fri 8am-8pm

Gas 0800 00 002

24 hour emergencies

efficientenergy.co.uk



Over the next 12 months Electricity personal projection £835.87 (exclding VAT@5%)

Electricity 0800 00 001 Efficient Energy

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.

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.

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

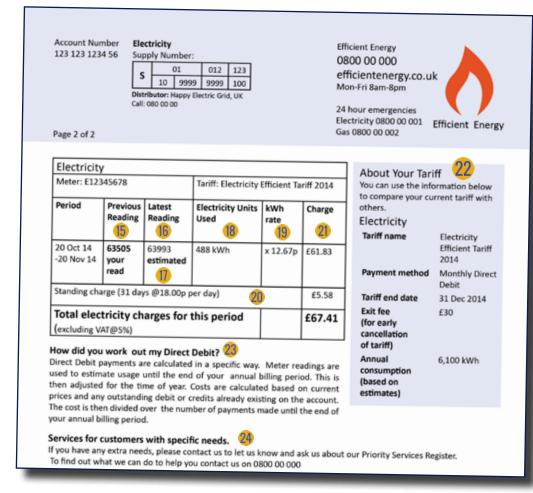
KEY

- 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
 - 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.



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



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.

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.

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.

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.

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.

Further information on how direct debit plans are calculated.

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.