

HOW TO READ YOUR GAS BILL

1 Account Number
123 123 1234 56

2 Gas Meter point reference:
123456789

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

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

Hello Mrs Z Doff,

7 **Your gas bill**
For 20 Oct 2014 - 20 Nov 2014 (31 days)

8 The balance on your last bill	£12.36 in credit
9 You paid us 1 payment of £72.00	£72.00 credit
10 Your charges for this period (including VAT@5%)	£96.36
11 Your new account balance	£12.03 in debit

13 **Could you pay less?**
Over the next 12 months
Gas personal projection £867

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 gas consumption rises during the winter months. To help ensure you do not end up with a significant debit on your gas 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 **£86.00**. 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

- 1** 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.
- 2** A METER POINT REFERENCE NUMBER or MPRN is attached to each UK property on the mains gas supply. It is needed when you switch your gas supplier or if you think there is a problem with your gas supply.
- 3** The CONTACT DETAILS of your gas supplier including phone number and office opening hours.
- 4** EMERGENCY CONTACT DETAILS to be used out-of-hours.
- 5** The DATE your gas bill was issued.
- 6** 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.
- 7** The PERIOD OF TIME you have been charged for the gas you have used.
- 8** 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.
- 9** The PAYMENTS YOU HAVE MADE since the last bill.
- 10** This is the TOTAL COST of the gas you have used (or have been estimated to have used) for the billing period.
- 11** 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 depending on how much gas you have used since the last bill was paid.
 - If you are a Direct Debit customer this will fluctuate throughout the year due to seasonality and the amount of gas 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.
- 12** 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 gas 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 gas 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.

18 Further information on how the DIRECT DEBIT plans are calculated.

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Gas					
Meter: 123456789			Tariff: Gas Efficient Tariff 2014		
Period	Previous Reading	Latest Reading	Gas Units Used	kWh rate	Charge
20 Oct 14 - 20 Nov 14	0832 your read	0899 estimated	67 = 2149 kWh ¹	x 3.911p=	£84.05
Standing charge (31 days @25.00p per day)					£7.75
Total gas charges for this period					£91.80

¹Your gas meter measures usage in units, but like all suppliers, we have to do a bit of maths to turn it into kWh. Here's how it works:

GAS UNITS USED X 2.83 X CALORIFIC VALUE (39.9) X VOLUME CORRECTION (1.02264) ÷ 3.6

About Your Tariff

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

Gas	Gas Efficient Tariff 2014
Tariff name	Gas 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)	10,519 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 typical weather patterns. 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

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

20 Gas is charged by kiloWatt hour (kWh) so your GAS UNITS USED need to be formulated to change it to kWh. The formula is the same across the industry.

21 kWh rate is the current amount you are paying for your gas. 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 gas will fluctuate depending on the market

22 The STANDING CHARGE is a fixed cost associated with providing your gas 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 gas network.

23 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.

24 How you pay for your gas 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.

25 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.