

How to read your electricity bill

1 Account Number
123 123 1234 56

2 Electricity Supply Number:

S	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



efficient energy

5 Bill Date: 20 November 20XX
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4 24 hour emergencies
Electricity 0800 00 001
Gas 0800 00 002

6 Mrs P Smith
1 Electric Avenue
Brighttown
BR0 0AA

Hello Mrs P Smith

Your electricity bill

For 20 October 20XX - 20 November 20XX (31 days)	7
The balance on your latest bill	8 £7.60 in credit
You paid us 1 payment of £60.00	9 £60.00 credit
Your charges for this period (including VAT@5%)	10 £70.78
Your new account balance	11 £3.18 in debit

COULD YOU PAY LESS?

13

Over the next 12 months

Electricity personal projection
£835.87 (excluding 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 December 20XX.

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.

14

Your monthly payments are INCREASING

12

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 gas account your Direct Debit will be increasing.

Different suppliers will have different-looking bills. Bills will also look different depending on the way you pay. See inside for information relating to the numbers in circles



Action for Warm Homes

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Electricity					
Meter: 123456789			Tariff: Electricity Efficient Tariff 20xx		
Period	Previous Reading	Latest Reading	Electricity Units Used	kWh rate	Charge
	15	16	18	19	21
20 Oct XX- 20 Nov XX	63505 your read	63993 estimated 17	488 kWh	x 12.67p	£61.83
Standing charge (31 days @ 18.00p per day) 20					£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 22

Tariff name Electricity Efficient Tariff 20xx

Payment method Monthly Direct Debit

Tariff end date 31 Dec 20XX

Exit fee £30

(for early cancellation of tariff)

Annual consumption 6,100 kWh

(based on estimates)

How did you work out my Direct Debit? 23

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 on current prices and any outstanding debit or credit 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 24

If you have any extra needs, please contact us to let us know and ask us about our Priority Services Register.

Helpful information

UK power cut call 105

No matter who your provider is, 105 is the number to call to get emergency help and advice, free of charge on mobile and landlines.

Gas emergency

Smell gas or think there might be a gas leak?

Call 0800 111 999 (24hrs)

In the event that you can smell gas immediately turn off the gas at the meter control valve. Also ensure you do not expose the gas to any heat or flames. That means no smoking or lighting matches! Where possible you should also open any doors and windows to allow the gas to ventilate.

Impartial advice

The Citizens Advice consumer service provides free confidential impartial advice on consumer issues and may be able to assist you during a complaints process. Visit www.citizensadvice.org.uk or call their helpline on

03454 04 05 06 (call charges may apply) 18001 03454 04 05 06 (Textphone)

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. Your **ELECTRICITY SUPPLY NUMBER** provides a unique identity reference number for your electricity meter.
3. The **CONTACT DETAILS** of your electricity supplier, including phone number and office opening hours.
4. **EMERGENCY CONTACT DETAILS** to be used out of hours.
5. The **DATE** your electricity 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 electricity 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 electricity 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 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.
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.
13. **PERSONAL PROJECTION** is an estimate of your electricity use over a set period of time, usually a year. This helps your supplier to 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 issued 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.

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 the **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.

25. Ask your energy supplier if you are entitled to the **Warm Home Discount**. This is a discount of £140 on electricity bills for the winter period. Those who receive the **Guarantee Credit** element of **Pension Credit** are eligible, as are some other low-income and vulnerable households. Contact your fuel supplier to see if you qualify.

CALL CHARGES

Calling advice lines and other services may incur call charges. 0800 and 0808 numbers are free from landlines and mobiles. Standard rates apply for 01, 02 and 03 numbers (typically 9p-13p per minute from landlines and 3p-55p from mobiles, depending on network). These calls are usually included in free call packages. See more information at www.gov.uk/call-charges.

THE NATIONAL FUEL POVERTY & ENERGY EFFICIENCY CHARITY

NEA works across England, Wales and Northern Ireland to ensure that everyone can afford to live in a warm, dry home.

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Action for Warm Homes