



Emergency phone numbers
 Gas leak? 0800 000 0000
 Power cut? 0800 000 0000



Your Energy Company
 1 Electric Avenue
 Gastown GA5 3DE

www.yourenergycompany/billing

Mr Sample
 123 Sample Street
 Anytown
 AT1 B23

Your account number
 1234 5678 1234 5678

Date of bill: 01 Dec 2011

Tariff: Standard



Your gas and electricity bill – actual readings

This bill covers the period 01 September 2011 – 01 December 2011



Your last account balance	£13.00 (in credit)
The cost of your electricity	£83.31
The cost of your gas	£281.78
Discounts (direct debit)	– £10.00
Total VAT	£17.75
Your new account balance	<u>£359.84</u> in debit

Next steps >>>

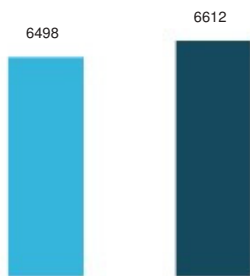
Your next Direct Debit payment of £95 will be taken on 01 Jan 2011

You do not have to do anything.



Your energy use this year and last year

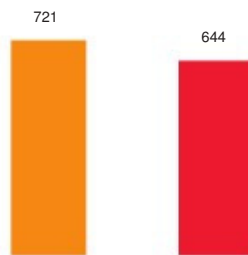
Your gas usage (kWh)



This period last year

This period

Your electricity usage (kWh)



This period last year

This period

These graphs compare the amount of energy you used this period to the amount of energy you used in the same period last year.



Account number/ customer reference

This number is unique to your account and will usually be near the top of your bill. It identifies you to your supplier and you will often be asked for it when you speak to them, so it will speed things up if you have it handy.

Your tariff

This is the name or the tariff, or energy plan, that you are signed up to. If you want to shop around for a better deal you will need to know the name of your tariff in order to compare it with others. For more information on switching energy supplier go to the Energy Made Clear website.

Previous/latest reading

The previous reading is the meter reading that your last bill was based on. The latest reading is the most recent meter reading. Your bill is based on the amount of energy you have used between your previous reading and your latest reading.

Estimated or actual reading

Your energy supplier will say whether your bill is based on estimated readings or actual readings (taken by you or a meter reader from the company). For more accurate bills you should send in regular meter readings yourself. Energy companies are installing 'smart meters' in all homes by 2019 – these new meters communicate directly with the energy company telling them exactly how much energy you are using, so there will be no more estimated bills.

Bill summary

This is a summary of what you are being charged on this bill, details of any discounts you might be entitled to and the amount of VAT you are paying. VAT on energy is currently 5%.

(electricity) Units used

Electricity is measured by your meter in units called kilowatt hours (also written as kWh). This shows how many units, or kilowatt hours, you have used in this billing period.

Usage comparison

This shows you how much energy you have used in this billing period compared to how much you used in the same period last year. You can use this to see if you are using more or less energy and to help you decide if you need to consider your energy consumption.

Standing charge

This is a set daily charge that covers the costs of maintaining your supply. Some energy companies don't have a standing charge – instead they may cover these costs by charging a higher rate for a set amount of units, then a lower rate for all the units you use after that.

What you have to do

This example bill is for an account that is paid by Direct Debit, so payment is automatically taken from the customer's bank account every month. If you pay when you receive your bill your energy company will tell you on your bill how much you need to pay and when you need to pay by.

Meter serial number

This is the unique number that is printed on the front of each of your meters. If you contact your energy company with a problem they might need this number, so it is useful to take note of it before you call. If you cannot find your serial number your energy company should be able to direct you to it.

Consumption charge

This is the amount you have been charged for the actual gas or electricity you have been using. This shows how much you are being charged for each unit of gas or electricity.

Period of time covered by the bill

The gas/electricity that you used between these dates is what you are being charged for in this bill.



Meter Point Reference (or MPR) number (gas)

MPR numbers are unique 10 digit numbers that relate to the meter at your property. They are used to identify a supply point (such as your home) and companies use them as a reference when repairing meters etc. When you switch supplier you may be asked for this number.

MPAN

This stands for Metering Point Administration Number. The number is inside a series of 7 small boxes with a capital S in front, as shown here. MPANs are used to identify an electricity supply point (such as your home) and companies use them as a reference when repairing meters etc. When you switch supplier you may be asked for this number.

Units used (gas)

Gas is measured in units of cubic meters or cubic feet, depending on how old your meter is. Energy companies use an equation, similar to the one circled, to convert these units into kilowatt hours to work out how much to charge you. The terms used in the equation are explained here:

Volume correction

Corrects the meter reading to reflect a more accurate consumption.

Calorific value

Calorific Value is a measure of how much energy is released when gas is burnt.

Imperial meter

This converts meters cubed, which is a metric measurement, into an imperial measurement.

Comparing your usage

On your bill your energy company will tell you how much energy you have used in the last 12 months. It will also give you an estimate of how much they think your energy will cost you for the next 12 month.

Emergency phone numbers

Energy companies must provide numbers to call if there is an emergency, for instance if there is a gas leak.

Consumer Direct and the Energy Ombudsman

Consumer Direct is an independent consumer body that can offer impartial advice and help in dealing with your energy company. If you complain to your energy company but the problem is not resolved within eight weeks you can then take it to the free Energy Ombudsman service.