


Understanding your energy bill

This bill is based on a number of energy bills from different suppliers, but please remember that your bill might not look like this one. We have included all the elements you'd expect to find on your own energy bill, and explained what those elements are.

Page 1 of 2 visit us online at yourenergysupplier.co.uk

energysupplier

Mrs J Jones,
109 Clear Street,
London,
SW1 1AB



1 Need help?
Call 0845 000 123
Mon - Fri - 7am - 8pm
Saturday - 8pm - 6pm
Sunday - 10pm - 4pm
Please have your customer reference number when you call us.

2 Customer Reference Number 1234 5678 1234

3 Bill date: 31st March

Your Gas & Electricity Bill
Please pay £283.68 by July 31st

4 **Billing Summary**
Bill period: **01 January to 31st March**

Your last bill	£193.32
Payment received on 29th December	£193.32 credit
Balance before this bill	£0.00
Energy you've used (estimated reading)	£270.17
VAT at 5%	£13.51
Please pay	£283.68

We must receive your payment by 31st July

9 **Additional information**
Any information your supplier wants to show you will be placed here, including details of special offers or online account management.

10 Electricity Supply Number

S	01	123	456
	12	2345	6789 456

1. Any **contact details** you need to get in touch with your energy supplier will be provided.
2. You'll usually find your **customer reference number** or **account number** on the front of your bill. This is your unique identifier should you need to contact your supplier.
3. This is the **date your bill was issued**.
4. The **bill period** shows you the dates that your energy bill relates to.
5. This is the date and amount of the **last payment** you made to your energy supplier.
6. This is the total **cost of the energy you've used** in this period before VAT is added.
7. **VAT** at a standard level of 5% (and not the usual 15%) will be added to your bill here.
8. This is the **final total** of your bill and is the amount you need to pay your energy supplier.
9. Any **additional information** that your supplier wishes to show you will often appear on the front of the bill.
10. Your electricity **supply number** will appear in this box format - however it will often appear very small so you might need to look for it carefully.

Your usage - in detail

Meter readings for meter number **7123156781** **11**

Your current tariff is **Standard** **12**

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Previous reading	Recent reading	Units used	Units as kWh	Pence per kWh	Charges for energy used
80120 (ELECTRICITY)	80925	N/A	805 over 90 days	First 222 kWh at 17.312 p Next 583 kWh at 8.635 p	38.43 50.34
8561 (GAS)	8761	200	6286 over 90 days	First 1430 kWh at 4.152 p Next 4856 kWh at 2.513p	59.37 122.03
14 January (reading)		14 April (estimate)			

Total charges: £270.17

Estimated meter readings

Estimated readings are based on your previous usage to date. If we don't hold details of your previous usage, we base the readings on average consumption levels.

To make sure you receive accurate bills, please contact us directly to submit your meter readings.

How we calculate your gas charges

We convert gas units to kilowatt hours as follows: units used x 2.83 (metric conversion factor) x 1.02264 (volume conversion factor) x 39.1 (calorific value) divided by 3.6 (kilowatt hour conversion factor).

Services for customers with specific needs

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If you have any special needs, please contact us to let us know. We can send you your bills in large print or in braille, or on audio tape if required.

To find out what we can do to help you, please call us on 0845 123 4567.

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Energy payment slip

Bank Giro Credit

110
300

Reference (customer account number)

Credit account number

Amount due

£

By transfer from bank account number

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Cashier's stamp and initials



1234 4567 8912 3456 7890 123

Your signature

Date

/ /

10-00-00

Total cash

Cheques

£

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Please do not write or mark below this line or fold this counterfoil

11. This is your **meter point reference number**, which you will need if you choose to switch your gas plan. This is sometimes referred to as an **MPRN**. It will usually be between 6 and 10 digits long.
12. Your **current plan name** will often be shown on your bill - but if it isn't displayed, you may need to contact your supplier to find out what it is.
13. A detailed breakdown of your energy usage is provided, including the **kilowatt hours (kWh)** used, the **cost per kilowatt hour** and your **latest meter readings**. You can also find out here if your meter readings are **estimated** or **actual** and the **dates** your readings were taken or estimated.
14. You'll be given a contact number to call if you have any **specific requirements** such as large print or braille bills.
15. A **payment slip** will be provided if you wish to pay your bill at the bank or by post.