

UNDERSTANDING YOUR ENERGY BILL

Energy bills will differ between suppliers but ultimately they're all similar and contain the same information. If you're struggling to understand your bill, allow us to explain it to you.

Below we have shown a sample bill with a key which describes the main elements.

ABOUT YOUR CHARGES

Recent account activity

Dual Fuel Discount - one off rebate	£2.66 credit
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Total recent account activity	£2.66 credit
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Electricity

Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
Meter: S71E003231 Tariff: Sample Contract - April 2016					
27 Aug 2015	53488	54782	1294 kWh	x 10.79p =	£139.62
30 Dec 2015	OUR READ	ESTIMATED			
31 Dec 2015	54782	55916	1134 kWh	x 10.79p =	£122.36
09 April 2016	ESTIMATED	YOUR READ			
Standing charge (226 days @ 14.00p per day)					£31.64
Total electricity charges for this period					£293.62

Gas

Period	Previous reading	Latest reading	Gas units used	kWh rate	Charge
Meter: G4W00014260501 Tariff: Sample Contract - April 2016					
27 Aug 2015	10847	11304	457 =		
30 Dec 2015	OUR READ	ESTIMATED	5063 kWh ¹	x 3.474p =	£175.89
31 Dec 2015	11304	11829	525 =		
09 April 2016	ESTIMATED	YOUR READ	5816 kWh ¹	x 3.474p =	£202.05
Standing charge (224 days @ 22.00p per day)					£49.28
Total gas charges for this period					£427.22

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:

$$\text{GAS UNITS USED} \times \text{CALORIFIC VALUE (39.0)} \times \text{VOLUME CORRECTION (1.02264)} \div 3.6$$

Dual Fuel Discount	£2.72 credit
Direct Debit Discount @ 6% of £720.84	£43.25 credit
Subtotal	£672.21
VAT @ 5% of £674.87	£33.74
VAT on Dual Fuel Discount - one off rebate @ 5% of £2.66	£0.13 credit
Total charges for this period	£705.82

Electricity

Supply number:

S	01	801	003
	10	1298	

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

Electricity

1	Tariff name	Sample contract - April 2016
	Payment method	Monthly Direct Debit
2	Tariff end date	30 April 2016
3	Exit fee (for early cancellation of tariff)	None
4	Annual consumption (based on estimates)	3,520 kWh

Gas

5	Tariff name	Sample contract - April 2016
	Payment method	Monthly Direct Debit
6	Tariff end date	30 April 2016
7	Exit fee (for early cancellation of tariff)	None
8	Annual consumption (based on estimates)	14,048 kWh

Gas

10	Meter point reference:	123456789
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- The name of your electricity plan which would be the same for electric and gas if you are on a Dual Plan.
- This is your tariff end date, if you are on a fixed plan. Again these would be the same for gas and electric if you are on a Dual Plan.
- Early Exit fee, if applicable. This is charged separately per fuel source.
- Your annual electricity usage in kWh. This will remain an estimation unless you provide consistent meter readings.
- The name of your gas plan and again it will be the same for electricity if you are on a Dual Plan.
- This is your gas tariff end date if you are on a fixed plan.
- Early exit fee - if applicable and once again this is charged per fuel source.
- Your annual gas consumption measured in kWh and is again estimated unless regular readings are sent to the supplier.
- Your electricity meter number.
- This is your gas Meter Point Reference Number.