YOUR ENERGY COMPANY

Your Energy Company
1 Electric Avenue
Gastown GA5 3DE
www.yourenergycompany.co.uk

Mr Sample
123 Sample Street
Anytown
AT1 B23

Your account number
1234 5678 1234 5678

Date of bill: **10 April 2016**

Your gas and electricity bill – actual readings

This bill covers the period 01 March 2016 – 01 April 2016

Last account balance	**£00 (in debit)**
Cost of electricity (inc VAT)	**£64.63**
Cost of gas (inc VAT)	**£97.09**
Your new account balance	**£161.72 in debit**

Energy usage is on page 2

Next steps

Your next monthly Direct Debit payment of **£161.72** will be on **01 May 2016**

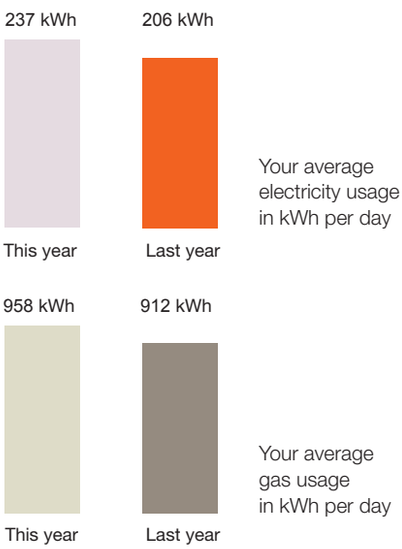
You do not have to do anything.

Your tariff

Standard Tariff

Your energy use this year and last year

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



Could you pay less?

Your personal **electricity projection** is £768.36 per year. This is based on your actual consumption for your tariff and the current price.

Our cheapest similar tariff
You are already on our cheapest similar tariff, but we will tell you if this changes

Our cheapest overall tariff
Name: Online Fix September 2017
You could save £112.50

Please note that switching tariffs may involve changing to materially different terms and conditions. Call us our visit our website for details. Remember – it might be worth thinking about switching your tariff or supplier. For more information on switching your tariff see overleaf.

Your personal **gas projection** is £1165.08 per year. This is based on your actual consumption for your tariff and the current price.

Our cheapest similar tariff
You are already on our cheapest similar tariff, but we will tell you if this changes

Our cheapest overall tariff
Name: Online Fix September 2017
You could save £232.00

Please note that switching tariffs may involve changing to materially different terms and conditions. Call us our visit our website for details. Remember – it might be worth thinking about switching your tariff or supplier. For more information on switching your tariff see overleaf.

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Your energy charges this period

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Electricity
Meter number 0246358612

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Previous reading	24705 Actual
Latest reading	24942 Actual

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kWh used over 30 days	237
At 3.86 p per kWh this costs	£32.84

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Add standing charge of 9.52 p per day for 30 days	£28.56
VAT at 5%	£3.23

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Total cost of electricity used **£64.63**

Gas
Meter number 2314165823

Previous reading	7911 Actual
Latest reading	8869 Actual
Units used over 30 days (100s cubic feet)	30.09
Converted to kWh	958
At 4.18 p per kWh this costs	£52.20
Add standing charge of 17.40p per day for 30 days	£52.20
VAT at 5%	£4.85

Total cost of gas used **£97.09**

What is a kWh?

Energy is charged in kilowatt hours (kWh). A kWh is 1 kilowatt of power used in 1 hour.

What does a kilowatt hour power?

40 watt light bulb for 25 hours

Meter Point Reference number 14

97536201452

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About your tariff

Here's information about your tariff to help you to compare it with others available.

Electricity

Tariff name:
Standard Electricity

Payment method:
Direct Debit

Tariff end date:
No end date

Cancellation fee:
There is no cancellation fee

Your actual usage in the last 12 months:
2844 kWh

Gas

Tariff name:
Standard Gas

Payment method:
Direct Debit

Tariff end date:
No end date

Cancellation fee:
There is no cancellation fee

Your actual usage in the last 12 months
11496 kWh

About your tariff comparison rate

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Tariff Comparison Rate (TCR)
18.30 p per KWh

This is the TCR for your tariff. You can use your TCR only as a guide to compare the price of electricity and gas tariffs.

The TCR is not an actual price and is based on the consumption of a typical use of electricity (3,3000 kWh/year) and gas (13,500 kWh/year). The actual prices will depend on your personal consumption.

Call us on 0800 000 0000 or visit our website www.yourenergycompany.co.uk for details on your tariff and on the calculation of the TCR.

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Calculating your gas charge

To work out your gas consumption we convert the number of units used into kilowatt hours.

gas units used	×	imperial meter	×	calorific value	×	volume correction	÷	3.6	=	gas used expressed in kWh
		2.83		39.6		1.022640				

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Predicted cost

If you use energy at the same rate over the next 12 months we estimate your energy will cost:

Electricity	Gas	Total
£768.36	£1165.08	**£1933.44**

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For clear, impartial consumer advice, you can call Citizens' Advice on **0845 404 0506** or visit **www.adviceguide.org.uk**

Complaints: If you wish to complain, call our customer service team on **0800 000 0000**.

If your complaint is not resolved after eight weeks you can take your complaint to the Energy Ombudsman.

Contact them on **0845 055 0760** or enquiries@energy-ombudsman.org.uk.

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	13	1234	5678	345

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Your energy bill explained

1. 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.

2. 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 2020 – 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.

3. 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.

4. 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.

5. 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 at www.energymadeclear.com.

6. 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%.

7. 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.

8. Paying less
You could pay less by switching tariffs or supplier. Find out more on how to switch at www.energymadeclear.com

9. 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.

10. 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.

11. Units used (electricity and gas)

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. 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. Details of how this is worked out is on page 3.

12. 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.

13. 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.

14. 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.

15. Comparing your usage

On your bill your energy company will tell you how much energy you have used in the last 12 months.

16. TCR

Your tariff comparison rate is a guide to help you compare the price of your tariffs.

17. Calculating your gas charge

Imperial meter

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

Calorific value

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

Volume correction

Corrects the meter reading to reflect a more accurate consumption.

18. Predicted cost

This is an estimate of how much your energy will cost based on the rate you've used to date.

19. Citizens' Advice and the Energy Ombudsman

Citizens' Advice 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.

20. 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.