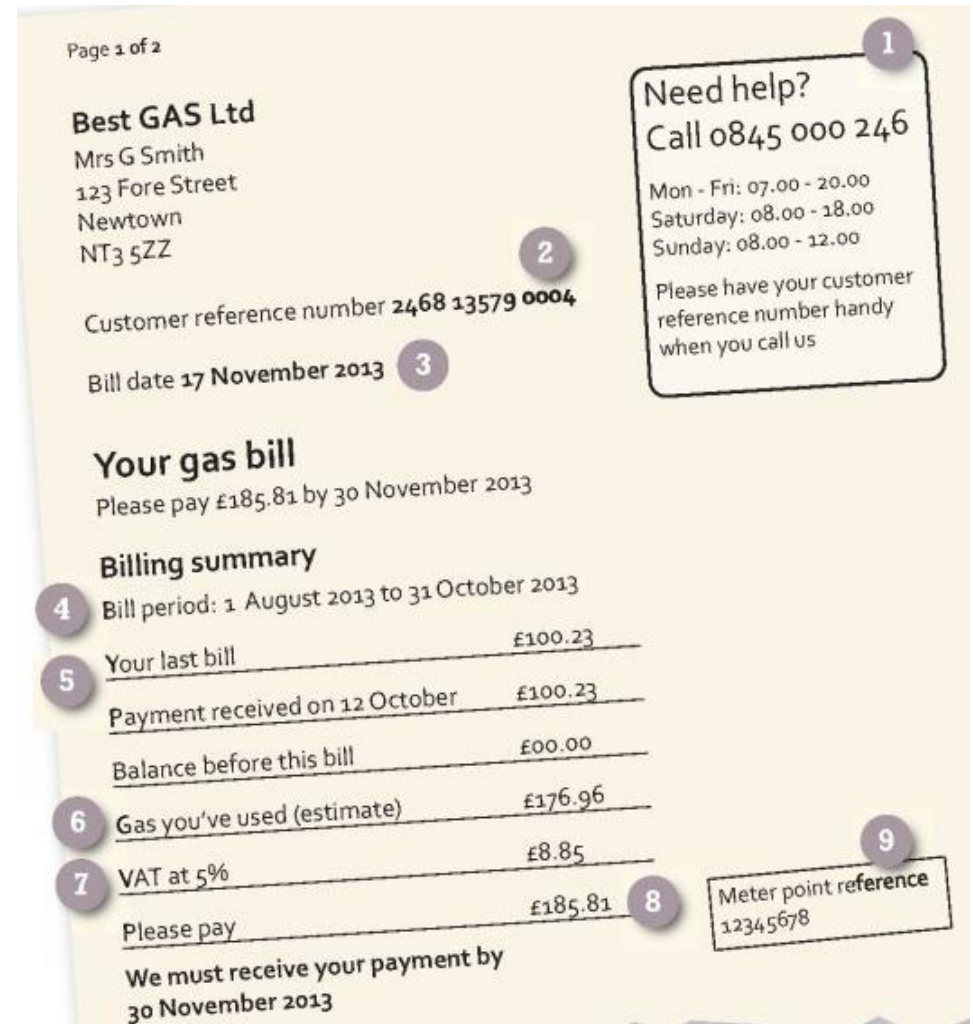


## Understanding your gas bill

If your electricity and gas bills leave you a little bemused, don't worry, you're not alone! It is worth taking time to understand your bills, because this is the first step to taking control of your energy use and saving yourself money. Use the key below for an explanation of each item on the bill marked by a grey numbered disc. Numbers 1 to 9 are for the front of the bill and numbers 10 to 19 are for the back.

1. These are the contact details of your electricity supplier.
2. Your customer reference number (also called an account number) is unique to you.
3. This is the date your gas bill was issued.
4. You are charged for the gas you have used (or are estimated to have used) during the bill period, usually 3 months.
5. This is the amount of your previous bill, plus the date you paid.
6. This is the total cost of the gas you've used in this period before VAT is added. On this bill it's an estimate, not an actual meter reading.
7. The VAT charged on gas supplied for domestic use is 5%. If the VAT rate on your bill is higher contact your supplier immediately.
8. This is the amount you need to pay for the gas you have used.
9. This is your 'meter point reference number', sometimes referred to as an MPRN. You will need it if you wish to switch your gas supplier.



## Your usage - in detail

Your current tariff is **Standard**

| 11<br>Previous reading | 12<br>Last reading      | 13<br>Units used | 14<br>Units as kWh | 15<br>Pence per kWh                                | Charges for energy used |
|------------------------|-------------------------|------------------|--------------------|--|-------------------------|
| 12145<br>1 August      | 12373<br>31 October (E) | 228              | 2532               | First 2393 kWh at 7.182p<br>Next 139 kWh at 3.660p | £171.87<br>£5.09        |

16 **Total charges: £176.96**

### Estimated meter readings

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

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

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### How we calculate your gas charges

We convert gas units to kilowatt hours as follows:  
 $\text{units used} \times 1.02264$  (volume conversion factor)  $\times 39.1$  (calorific value) divided by 3.6 (kilowatt hour conversion factor).

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### Services for customers with specific needs

If you have any special needs, please contact us to let us know. We can 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, contact us on **0845 000 246**.

## 19 Bank Giro Credit

|                                     |                       |            |                                      |
|-------------------------------------|-----------------------|------------|--------------------------------------|
| Reference (customer account number) | Credit account number | Amount due | By transfer from bank account number |
| 110<br>300                          |                       | £          |                                      |

Cashier's stamp

10. Your 'tariff' (also called a 'package' or 'plan') decides the rate you pay and other terms and conditions. It won't always be shown on your bill. You should make sure you're on a tariff that suits your personal and financial circumstances.

11. This is the meter reading at the beginning of the period for which you are being charged on this bill.

12. This is a 'reading' for the end of the period for which you are being charged on this bill. The 'E' in brackets signifies that this is an estimate, and not a real reading you should check your meter to see that the estimate is at least close to what your meter says. For information on how to read a gas meter, see our other leaflet.

13. This is the 'last reading' minus the 'previous reading' and equals the amount of gas you've used, or are estimated to have used, in the bill period.

14. Oddly enough, gas is charged by kilowatt hour (kWh), a unit more often associated with electricity. See point 18 below.

15. This shows how the first 1430 kWh of gas that you use costs more (per kWh) than the gas you use after this. This is normal practice for both gas and electricity supply.

16. This is the total you need to pay before VAT which will be added at a rate of 5% (see point 7 above).

17. This explains about estimated meter readings (see point 12 above).

18. This explains how the volume of gas that you've used has been converted into kilowatt hours.

19. A payment slip will be provided to pay your bill at a bank or by post.