

Understanding your electricity bill

If your electricity and gas bills leave you a little bemused, don't worry, you're not alone! It's worth taking the time to understand your bills, because this is the first step to taking control of your energy use and saving yourself money. This page tells you how to read an electricity bill. Use the key below for an explanation of each item on the bill marked by a blue numbered disc. Numbers 1 to 9 are for the front of the bill and numbers 10 to 18 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, and you'll need it when you contact your supplier.
3. This is the date your electricity bill was issued.
4. You are charged for the electricity you have used (or estimated to have used) during the 'bill period', usually 3 months.
5. This is the amount of your previous bill, and, on the next line, the date you paid it. It's lower than the current bill (8) because your home used less electricity.
6. This is the total cost of the electricity you've used in this period before VAT is added. In this case it is an estimate, not a meter reading. For more about estimates see point 12 overleaf.
7. The VAT charged on electricity 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 owe for the electricity you have used. On the other side of the bill it will explain how this figure was reached.
9. This is your 'MPAN' or 'meter point administration number'. You may need this if you switch your electricity supplier.

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Best ELECTRICITY Ltd
 Mr G Smith
 123 Fore Street
 Newtown
 NT3 5ZZ

Customer reference number **2468 13579 0004**

Bill date **16 November 2013**

Need help?
Call 0845 000 246

Mon - Fri: 07.00 - 20.00
 Saturday: 08.00 - 18.00
 Sunday: 08.00 - 12.00

Please have your customer reference number handy when you call us

Your electricity bill
 Please pay by **£137.30** by 30 November 2013

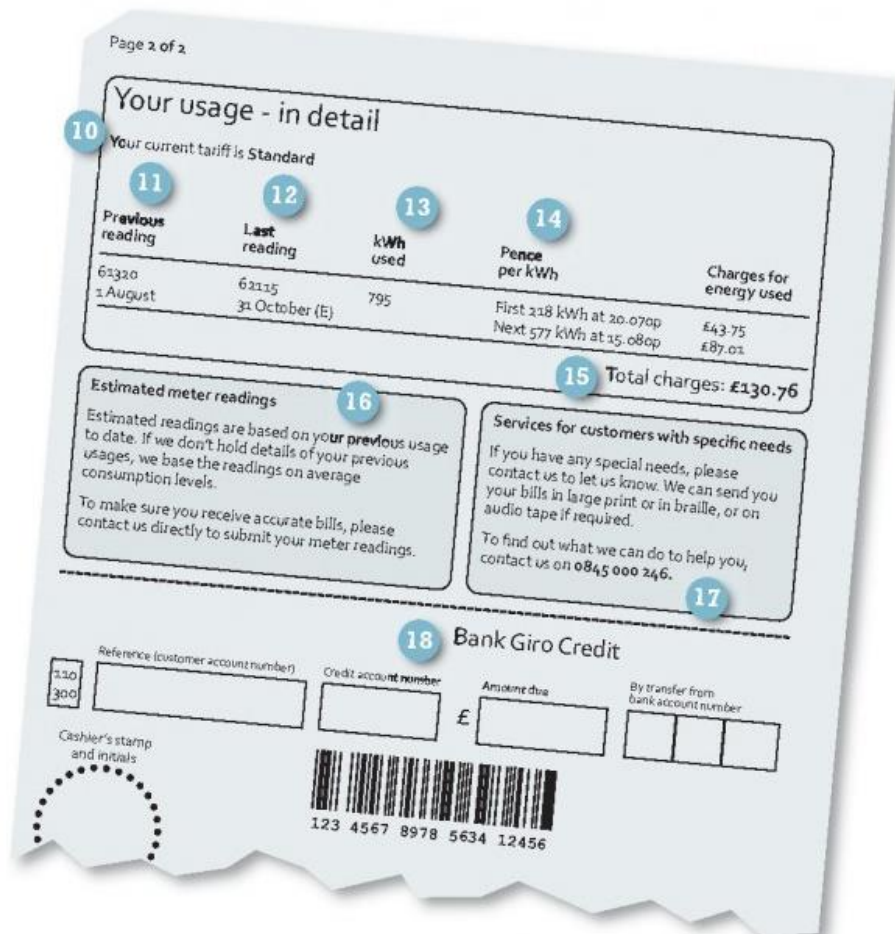
4 Billing summary
 Bill period: 1 August 2013 to 31 October 2013

5 Your last bill	£90.56
Payment received on 5 October	£90.56
Balance before this bill	£00.00
6 Electricity you've used (estimate)	£130.76
7 VAT at 5%	£6.54
8 Please pay	£137.30

9 Electricity Supply Number

S	04	234	789
	04	1234	456 123

We must receive your payment by 30 November 2013



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 are 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. However, the 'E' in brackets means that it is an estimate. If this estimate is too low, you'll be charged for the difference on your next bill, so 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 an electricity meter, see our other leaflet.

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

14. This shows that the first 222 kWh of electricity that you use costs more (per kWh) than the electricity you use after this. This is normal practice for electricity supply.

15. This is the total you need to pay before VAT. (See points 7 and 8).

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

17. Your energy supplier will be able to provide the information on this bill in another form. This text explains how.

18. A payment slip is provided if you wish to pay your bill at the bank or by post. Another way to pay your bill is by monthly direct debit, and for some customers there are advantages to doing so. Firstly, most suppliers will give you a discount if you pay by direct debit. Secondly it spreads the cost (you pay a smaller amount every month and not a bigger amount every quarter) and thirdly the system is automated so the bill can't be lost or forgotten about.