

# My Energy Bill Explained



Nobody likes energy bills. But it's worse when they're hard to understand. Here, we make our energy bills as straightforward as possible by simply explaining each section.

## 1. YOUR BALANCE

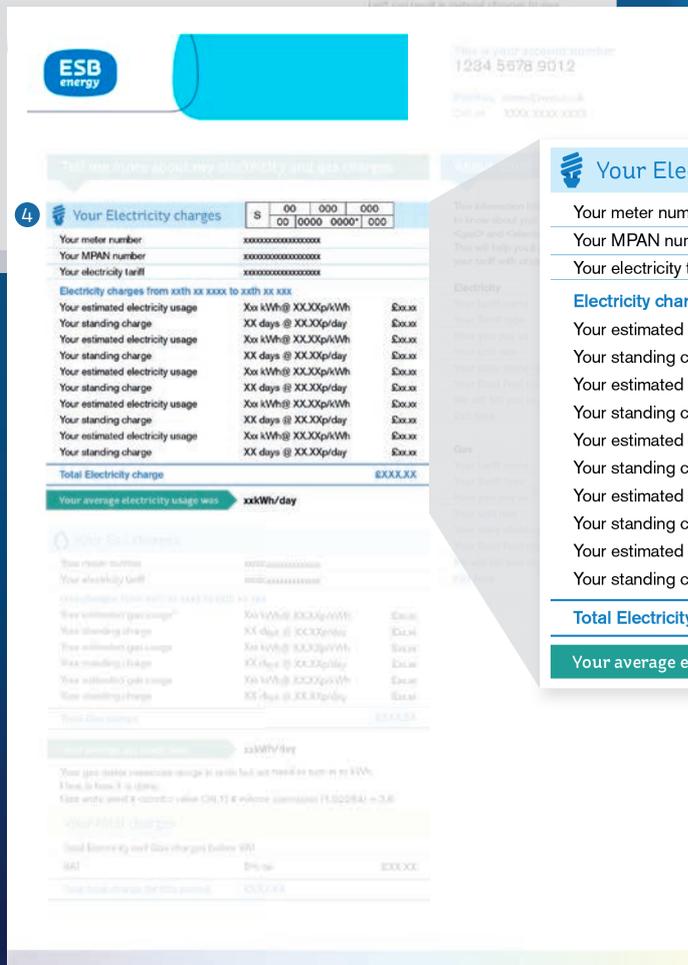
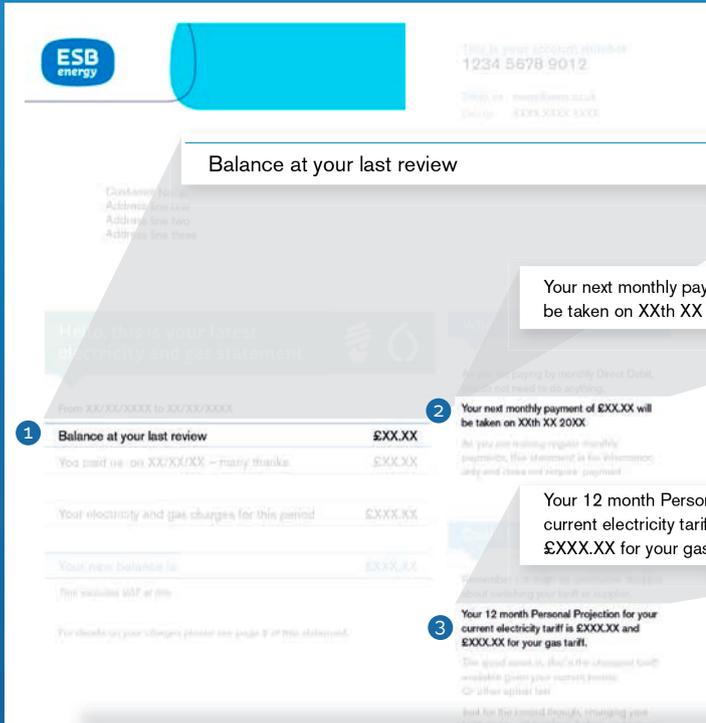
This is the current balance of your account, for both electricity and gas. Letting you know your balance at the last review, when you last paid us, your electricity and gas charges for this period and your new balance. A minus symbol beside this balance means your account is in credit.

## 2. WHEN DO YOU PAY?

This lets you know how much your next monthly payment is and when it will be taken. If you are due a refund, you will also be advised here.

## 3. COULD YOU PAY LESS?

We have estimated your 12 month Personal Projection for your current electricity and gas tariffs, based on your consumption history and our current prices. Using this data, we look to see if you'd benefit from any of our other tariffs to ensure you're getting the best deal on your energy.



Your Electricity charges		S	00	000	000
		00	0000	0000*	000
Your meter number	XXXXXXXXXXXXXXXXXX				
Your MPAN number	XXXXXXXXXXXXXXXXXX				
Your electricity tariff	XXXXXXXXXXXXXXXXXX				
<b>Electricity charges from xxth xx xxxx to xxth xx xxx</b>					
Your estimated electricity usage	Xxx kWh @ XX.XXp/kWh				£xx.xx
Your standing charge	XX days @ XX.XXp/day				£xx.xx
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Your standing charge	XX days @ XX.XXp/day				£xx.xx
<b>Total Electricity charge</b>					<b>£XXX.XX</b>
<b>Your average electricity usage was xxkWh/day</b>					

## 4. YOUR ELECTRICITY CHARGES

This is your electricity charges for the month. Letting you know your meter number, your MPAN number, your electricity tariff, your total electricity charge for the month and your average electricity usage per day.

## 5 Your Gas charges

Your meter number	xxxxxxxxxxxxxxxxxxxx
Your electricity tariff	xxxxxxxxxxxxxxxxxxxx
Gas charges from xxth xx xxxx to xxth xx xxx	
Your estimated gas usage*	Xxx kWh @ XX.XXp/kWh £xx.xx
Your standing charge	XX days @ XX.XXp/day £xx.xx
Your estimated gas usage	Xxx kWh @ XX.XXp/kWh £xx.xx
Your standing charge	XX days @ XX.XXp/day £xx.xx
Your estimated gas usage	Xxx kWh @ XX.XXp/kWh £xx.xx
Your standing charge	XX days @ XX.XXp/day £xx.xx
<b>Total Gas charge</b>	<b>£XXXX.XX</b>

Your average gas usage was **xxxkWh/day**

Your gas meter measures usage in cubic feet (cu ft) or kilowatt hours (kWh). Here is how it is done:

Gas units used x conversion factor (1.02287) = kWh

## 6 Your total charges

Total Electricity and Gas charges before VAT		
VAT	5% on	£XXX.XX
<b>Your total charge for this period</b> <b>£XXXX.XX</b>		

## Your Gas charges

Your meter number	xxxxxxxxxxxxxxxxxxxx
Your electricity tariff	xxxxxxxxxxxxxxxxxxxx
Gas charges from xxth xx xxxx to xxth xx xxx	
Your estimated gas usage*	Xxx kWh @ XX.XXp/kWh £xx.xx
Your standing charge	XX days @ XX.XXp/day £xx.xx
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Your estimated gas usage	Xxx kWh @ XX.XXp/kWh £xx.xx
Your standing charge	XX days @ XX.XXp/day £xx.xx
<b>Total Gas charge</b>	<b>£XXXX.XX</b>

Your average gas usage was **xxxkWh/day**

## 5. YOUR GAS CHARGES

This is your gas charges for the month. Letting you know your meter number, your gas tariff, your total gas charge for the month, your average gas usage per day and how we've converted your gas unit usage into kWh.

## Your total charges

Total Electricity and Gas charges before VAT		
VAT	5% on	£XX.XX
<b>Your total charge for this period</b> <b>£XXX.XX</b>		

## 6. YOUR TOTAL CHARGES

This is your total charges for the month. Letting you know your combined total charges for electricity and gas before VAT.

## About your tariff

This information highlights all you need to know about your current <electricity>, <gas> and <electricity and gas> tariffs. This will help you if you wish to compare your tariff with other available tariffs.

### Electricity

Your tariff name	XXXXX
Your Tariff type	XXXXX
How you pay us	XXXXX
Your unit rate	xx.xxp/kwh
Your daily standing charge	xx.xxp/day
Your Dual Fuel discount	xx.xxp/year
We will bill you every	xxxxx
Exit fees	none

### Gas

Your tariff name	XXXXX
Your Tariff type	XXXXX
How you pay us	XXXXX
Your unit rate	xx.xxp/kwh
Your daily standing charge	xx.xxp/day
Your Dual Fuel discount	xx.xxp/year
We will bill you every	xxxxx
Exit fees	none

## 7. ABOUT YOUR TARIFF

This information highlights all you need to know about your current electricity and gas tariffs. This will help you if you want to compare your current tariff with other available tariffs. This is also where you will find your annual consumption.

## 8. GET IN TOUCH

We don't just welcome feedback, good and especially bad, we rely on it. If you want to talk to us, you can email us at [help@service.esbenergy.co.uk](mailto:help@service.esbenergy.co.uk) or call us on 0345 60 70 372. Our agents are available 9am and 5pm Monday to Friday.

## Is there anything else we can do?

We're not just saying this, we really do want to hear from you if there's anything we could be doing better. We don't just welcome feedback, good and especially bad, we rely on it.

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For free, instant energy advice you can contact the Citizens Advice Consumer Service (CACS) on 0800 414 0300 or on the web at [www.cacs.org.uk](http://www.cacs.org.uk) (opening 9 am to 5 pm, Monday to Friday, excluding public holidays).

Find out more on [www.esbenergy.co.uk](http://www.esbenergy.co.uk) or call us on 0345 60 70 372. If an agent is not able to contact your energy provider, you can be referred to a specialist energy adviser.

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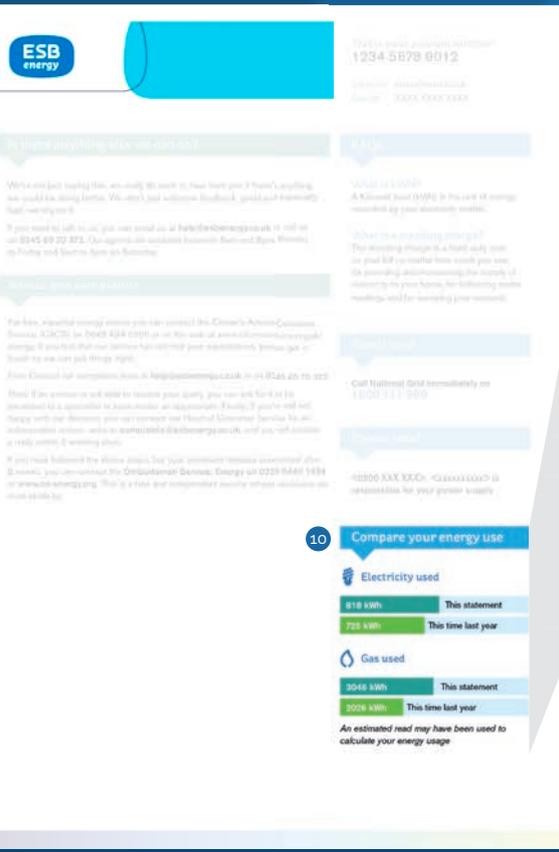
**Smell Gas?**

Call National Grid immediately on 1800 111 999

## 9. IN CASE OF EMERGENCY

**Gas:** If you can smell gas or are concerned about a potential gas leak, call National Grid immediately on 1800 111 999.

**Electricity:** If there's a power cut, this is the number to report it. You'll get through to your local Network Operator who's responsible for the local network that delivers power to your home. We don't operate the local network.



**Compare your energy use**

**Electricity used**

818 kWh	This statement
725 kWh	This time last year

**Gas used**

3046 kWh	This statement
2026 kWh	This time last year

*An estimated read may have been used to calculate your energy usage*

## 10. ABOUT YOUR TARIFF

This information highlights your electricity and gas usage for your latest statement, compared to your energy usage for the same time last year.

