

INFORMATION SHEET HOW TO READ YOUR UTILITY BILL

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Mr G Smith
123 Fore Street
Newtown NT3 5ZZ

1 Account number 1234 0000 789
2 Bill date 16 February 2016

Your gas and electricity bill
Period: 10 November 2015 – 15 February 2016 **2**

Last period

Balance on last statement (10 Nov 2015): **3** £10.50 in debit

Payments received: **4** £273.00 in credit

Direct Debit 25 November 2015: £91.00

Direct Debit 27 December 2015: £91.00

Direct Debit 25 January 2016: £91.00

Your account balance on 14 February 2016: **5** £262.50 in credit

This period

Previous account balance: £262.50 in credit

Charges for this period (including VAT): **6** £304.78

Your new account balance: **7** £42.28 in debit

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 actual meter reads:
Gas: 8780
Electricity: 19151

8 **What do I pay?**
£91

Your next monthly payment of £91.00 will be taken on 25th February 2016. You don't have to take any action.

9 **Could I pay less?**
Your Personal Projection for the next 12 months for gas is £582.54 and for electricity is £475.23 (based on your annual consumption, tariff prices, discounts and VAT).

10 Electricity Our cheapest overall tariff Online Fixed Saver September 2017 Estimated annual saving: £43	Gas Our cheapest overall tariff Online Fixed Saver September 2017 Estimated annual saving: £56
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1: Account number or customer number

This is unique to you, and you will need it when you contact your supplier.

2: Bill date and bill period.

The bill date is when the bill or statement was sent out. The bill period is the date range for which the bill or statement relates.

3: Balance on last statement

This is the outstanding balance from the last period or statement less any payments made since.

4: Payment received

This records the payments you have made since the last bill or statement. If it is a bill, your payment(s) should be recorded here. If it is a statement, you should see all your monthly direct debits or your top ups.

5: Previous account balance

This is the outstanding balance from the last period or statement less any payments made since then.

6: Charges for this period (including VAT).

This records the total costs incurred of all the gas and/or electricity used within this billing period. To see more about how this is calculated, see sections 13-15 below.

7: Your new account balance.

This is what you owe, or are owed, in total. It's a combination of the charges for this period plus the balance from the previous period, taking account of all of payments received.

8: What do I pay?

This is how much you pay currently if paying by direct debit, or how much you owe if it is a bill.

9: Personal projection

This is a prediction of how much your gas and/or electricity will cost over the next year.

10: Cheaper tariffs

Your bill or statement must show whether there is a cheaper tariff you could switch to with your current supplier.

FREQUENTLY ASKED QUESTIONS HOW TO READ YOUR BILL

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About your tariff 11		GAS		Tariff Comparison Rate (TCR) 12	
ELECTRICITY Tariff name Price Fix May 2016 Payment method Direct Debit Exit date 31 May 2016 Exit fee Not applicable Annual consumption 2983 kWh		Tariff name Price Fix May 2016 Payment method Direct Debit Exit date 31 May 2016 Exit fee Not applicable Annual consumption 2983 kWh		Electricity: 15.55p per kWh Gas: 4.62p per kWh <i>The TCR can be used to compare the price of energy tariffs across suppliers. The TCR is not based on your actual consumption but is based on the energy of a typical consumer using 13,500 kWh of gas and 3200 kWh of electricity. It should be used as a guide only.</i>	
About your charges					
Electricity Meter: 563G09043					
Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
10 Nov 15 – 15 Feb 16	18395 <i>Estimated</i>	19151 <i>Your read</i>	756 kWh x	13.55p =	£102.44
15 Standing charge (88 days @ 18.00p per day)		= £15.84			
Total electricity charges for this period		£118.28			
Gas G4K68890234					
Period	Previous reading	Latest reading	Gas units used	kWh rate	Charge
10 Nov 15 – 15 Feb 16	8440 <i>Estimated</i>	8780 <i>Your read</i>	340 = 3776 kWh* x	4.042p =	£152.63
15 Standing charge (88 days @ 22.00p per day)		= £19.36			
Total gas charges for this period		£172.99			
<small>*Your gas meter measures usage in units, but we bill in kWh. Here's how it works: GAS UNITS USED x CALORIFIC VALUE (99.2) x VOLUME AS (1.02264) = 3.6 * 50 = 340 x 39.1 x 1.02264 = 3.6 = 3776 kWh</small>					
Subtotal		£290.27		Your electricity supply number is: <table border="1" style="font-size: small;">5 01 801 901 32 0002 0005 226</table>	
VAT @ 5% of £290.27		£14.51		Your gas meter point reference number is: 50 63 45 19 04 17	
Total charges for this period		£304.78			

11. About your tariff

The 'about your tariff' box contains all the information needed to compare your tariff against the market.

12. Tariff Comparison Rate (TCR)

This is a summary of the unit rate, standing charge, discounts and VAT into one figure.

13: Meter reading

If you have an estimated reading, your bill or statement will generally say 'estimated' or 'e' next to the reading. If it says 'c' or 'a' then it is a 'customer supplied' or 'actual' reading.

14: Unit rate

The Unit rate is the price you pay per unit of gas and/or electricity. Units are measured in kilowatt hours (kWh).

15: Standing charge

The Standing charge is the charge you pay per day, regardless of how much gas and/or electricity you use.

16: VAT

The VAT charged on electricity and gas for domestic use is 5% and maybe higher for commercial users.

17: Meter point reference number (MPRN) and Meter Point Administration Number (MPAN).

These are your unique supply numbers, MPRN or 'S number' for electricity and 'MPAN' for gas.

General and Community Enquiries: Whitehill & Bordon Regeneration Company, Bordon Enterprise Park, Building 51E, Budds Lane, Whitehill & Bordon, Hampshire GU35 0FJ

Call **01420 489060** or email **Community@wbrcompany.co.uk**