

**Affordable Warmth:**  
**How to manage your energy bills effectively**

# Understanding your fuel bill



September 2012

 **Kirklees**  
COUNCIL

**BIGENERGY**

Mrs UR Anyone  
99 Romney Road  
Kirkleestown  
WF33 3EE

Visit us online: [www.bigenergy.co.uk](http://www.bigenergy.co.uk)

**Customer Helpline**  
**0845 000 321**

Mon-Fri 8am-8pm  
Sat/Sun 9am-6pm

Please quote customer reference number when calling

**1** Customer Reference Number: **0000 1111 7777**  
Bill date: **April 1st 2012**

### Your Energy Bill

Please pay **£325.00** by August 1st 2012

#### Bill summary

Billing period: January 1st to March 31st

Your last bill	£188.63
Your last payment received December 18th	£188.63 credit
Balance before this bill	£0.00
Energy used (estimated)	£309.52
VAT at 5%	£15.48
Please pay	£325.00

Payment must be made by August 1st

#### Additional Promotions

Your energy supplier may use this space for information on special offers/online account management and so on.

**2**

Electricity Supply Number

A	00	000	000
	00	0000	0000 000

### Your energy use in detail

Reading for meter number **777077708**  
Your current tariff is **standard**

Previous reading	Recent reading	Units used	Units at KWh	Pence per KWh	Charges for energy used
60030 (ELECTRICITY)	60450	N/A	420 (90 days)	14	58.80
6361 (GAS)	6561	200	6268 (90 days)	4	250.72
<b>January 12th (reading)</b>					
		<b>April 14th (estimate)</b>			

Total charges **£250.72**

## Important information on the example energy bill.

- 1** Point 1 – You will usually find your **customer reference number** or account number on the front of your bill. This is your unique identifier should you need to contact your supplier.
- 2** Point 2 - Your unique **electricity supply number** will appear in this box format – however it will often appear very small so you might need to look for it carefully. This is used to identify the electricity meter at your property. It can also be referred to as a **MPAN** (Meter Point Administration Number) or an S-Number.
- 3** Point 3 - This is your unique **meter point reference number** (MPRN) on your gas meter. The MPRN stays with the property and does not change, even where you change to a different energy supplier or move house. It will usually be between 6 and 10 digits long and is printed on your gas bill.
- 4** Point 4 - Your current **tariff**, what you pay for each unit of energy, will often be shown on your bill. If it isn't displayed, you may need to contact your supplier to find out what it is. For example, the bill opposite shows a 'Standard' tariff.

- 5** Point 5 - A detailed breakdown of the amount of energy you have used which is measured in kilowatt hours kWh is provided. For example, the bill illustration shows 420kWh electricity used over 90 days. It also shows the tariffs per kilowatt hour (14p for electricity and 4p for gas). And the latest meter readings (60450 for electricity and 6561 for gas).

You can also find out here if your meter readings are estimated or actual and the dates your readings were taken or estimated.

## Key points to remember

- Giving a customer reading (C) when the energy company has estimated your bill will give you a more accurate fuel bill.
- Estimate readings (E) which are calculated by the energy company can sometimes result in you paying more than you have actually consumed or alternatively that you could be under paying resulting in a higher bill in the future.
- Actual readings (A) is when a representative from the energy company visits your home and reads your meter directly. This might only happen once a year.
- Price changes to your tariff should be identified on your bill as a Price Change (\*PC).

- Keep a record of your meter readings so you can cross check them against your actual bill. Taking regular meter readings lets you manage your use and ensures that you are not being billed wrongly.
- Make sure you are registered with your energy company on the Priority Services Register which offers special help to vulnerable customers who are:
  - of pensionable age
  - disabled (including customers who are blind or partially sighted, or deaf or hard of hearing)
  - chronically sick.

Free services on the Priority Services Register include free gas safety checks, a password protection scheme, meter readings and moving meters to make them more accessible. To join all you need to do is contact your energy supplier direct.

## More information

For For more information please call **Kirklees Direct** on **01484 414888**. For general advice on domestic energy efficiency please call the **Energy Saving Trust** advice line on **0300 123 1234** see **[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

## Information in other formats

Kirklees Council are committed to ensuring that our communication is clear, plain and available for everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 414933.

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا نیپ پر اور بریل میں بھی فراہم کی جاسکتی ہے۔ براہ مہربانی اس نمبر پر فون کر لیں: 01484 414933 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 414933 નંબર પર ટેલિફોન કરો. (Gujarati)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਬੋਲੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਛਪਾਈ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 414933 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 414933 查询详情。(Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 414933. (Polish)

