

- 14 The tariff is the rate we charge you for your electricity supply including all energy, taxes, levies etc.
- 15 This area contains the entire meter reading information. Depending on the meter type there could be more than one meter reading.
- 16 Units used are the difference between the present meter reading and the previous meter reading multiplied by the 'Multiplier factor'. If we have not been able to read your meter we will have estimated your reading on a 'usage profile'.
- 17 The last actual reading and date will be shown.
- 18 Details of charges.
This area breaks the bill down in detail, includes units used – broken down into time bands and chargeable rates, network charges, levies, discounts, rebates and taxes.
- 19 There will be no payment slip if the account is paid by Direct Debit or Electronic Funds Transfer, and the money will be collected on the date shown. There will be a payment counterfoil if the bill is paid by cheque.

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energia
 Switched on

Understanding your electricity bill

“Welcome to Energia’s new bill layout. Our objective is to ensure that you receive clear and transparent bills that are easy to understand.

Each month your bill will indicate the amount of electricity used in the period and associated tariffs and costs. This leaflet provides you with a full explanation of all the elements that make up your bill.

You can also view your bill on-line, giving you access to a suite of additional services and information.

Should you have any query on this leaflet, your bill, or wish to set up an on-line account please do not hesitate to contact our customer service team on 028 9068 5900, they will be delighted to help.”