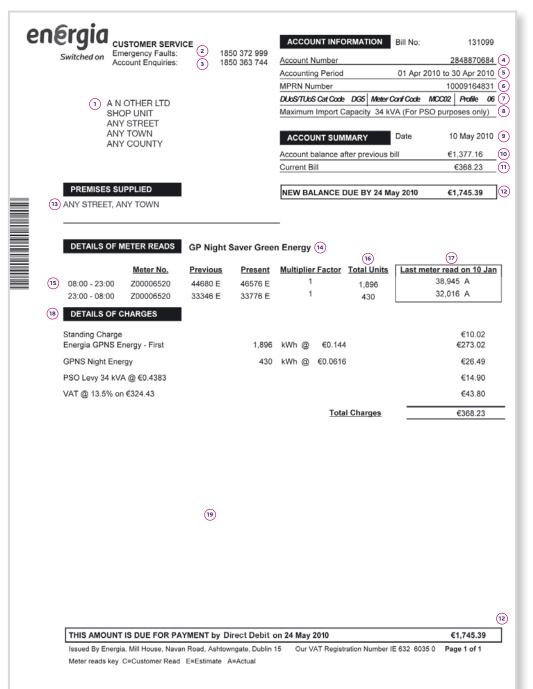


Key to Understanding

your electricity bill



- 1 Customer name and postal address, this may not be where the power is used (see point 13).
- 2 Contact telephone number to ring if supply is lost.
- (3) If you have any questions about your bill please phone our Customer Care Team.
- This is your Energia Account Number.
- 5 The dates to which the bill applies.
- Unique identifier number for your business. (MPRN - Meter Point Reference Number).
- Meter reference and distribution codes.
- (8) Maximum import capacity (MIC) is charged as a PSO levy (per kVA).
- 9 Date account was produced.
- This area covers account balance after the previous bill, the payments received since the last bill - up to 3 days before the date of this bill, adjustments and corrections.
- (11) This is the current bill amount.
- Total amount outstanding, the date the electronic payment will be lifted from your account or the date when the payment should be made by.
- (13) Premises supplied by electricity and message area. The address shown here is where the electricity is used. Message area, where relevant messages or information will be shown.
- 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 me 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 your previous usage.
- The last actual reading and date will be shown.
- 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.

There will be no payment slip if the account is paid by Direct Debit or Electronic Funds Transfer, and the money is collected on the date shown. There will be a payment counterfoil if the bill is paid by cheque.

But die Credit