

## Bill page 1

**GPRN / MPRN**

This is the GPRN on your gas bill, or the MPRN on your electricity bill. This is a unique number for the gas or electricity supply at your address. You may be asked for this if you contact customer service.

## ACCOUNT DETAILS

This section of your bill includes your:

**ACCOUNT NUMBER**

Your Energia customer account number.

## TARIFF

Your tariff is the package you signed up for.

**DATE OF THIS BILL**

This is the date that this bill was issued.

**PAYMENT DUE DATE**

The date that your payment is due.

## YOUR BILL SUMMARY

This section of your bill includes your:

## ACCOUNT BALANCE

The balance on your account prior to the issue of this bill.

### CHARGES FOR THIS PERIOD

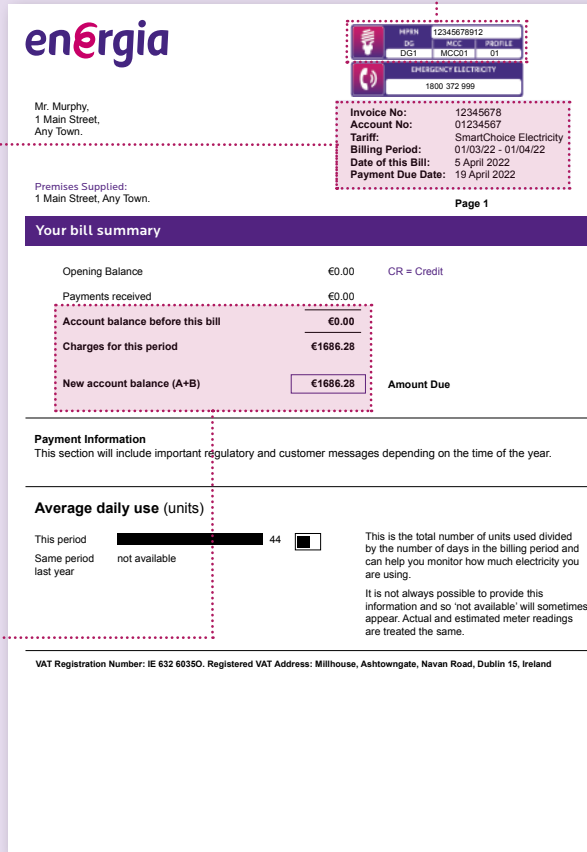
Your gas or electricity charges for this billing period. These are broken down on page two of the bill.

## NEW ACCOUNT BALANCE

Your new account balance including this bill.

## WHY IS MY BILL SHOWING TWO DIFFERENT RATES?

When a price change happens during a billing cycle, two rates will appear on your bill. One is the rate before the price change. The other is the new rate after the price change. Learn more at [\*\*energia.ie/price\*\*](https://energia.ie/price)



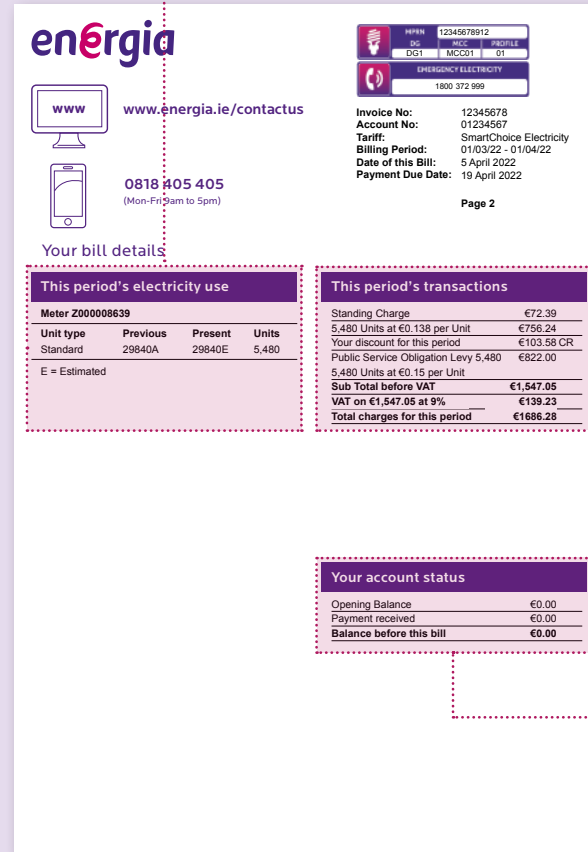
**Bill page 2**

## THIS PERIOD'S ELECTRICITY USE

Here you will see your meter readings. If the meter was not read by ESB Networks or Gas Networks Ireland, you will either see the letter E here which means Estimated Bill, or CU for Customer Read, if you have submitted a meter reading yourself.

**E = Estimated meter read.**

**A = Actual meter read.**



## THIS PERIOD'S TRANSACTIONS

This shows the breakdown of units you've used in this billing period and includes the following:

## STANDING CHARGE

This is a combination of the fixed charges associated with providing electricity and gas services and a share of the supply costs in servicing your account.

### STANDARD UNIT RATE

The unit rate is the cost for each unit of energy used.

## CREDIT

If the abbreviation CR appears after a value, this means that you have a positive balance on your account.

**PSO LEVY**

The PSO (Public Service Obligation) levy is mandated by the Irish Government. It is charged to all electricity customers in Ireland and supports the generation of electricity from sustainable, renewable and indigenous sources. On 01 October 2022, the PSO levy was reduced to zero.

## YOUR ACCOUNT STATUS

This lists recent payments received and the balance of your account prior to this bill.

## Save time, money and trees...

Energy Online is our easy to use online service designed to save you time, money and paper. You can view your bills, make payments and monitor your energy usage.

Make sure you're registered for an Energy Online account to view your next bill online.

To get started visit: **[energyonline.energia.ie](https://energyonline.energia.ie)**

We're here to help.  
Please see: **[energia.ie/help-and-support](https://energia.ie/help-and-support)**

 **CALL US ON**  
0818 405 405

 **VISIT US AT**  
[www.energia.ie](https://www.energia.ie)

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## Your bill explained

Everything you need to understand your energy bill.



**enérgia**

## Understanding your bill

Now, more than ever, we're looking for ways to improve our service to you. We know energy bills can be confusing, so we created a quick guide to make it easy.

You'll receive your bill every two months. If you are a dual fuel customer you will receive two bills, one for gas and one for electricity. These bills could be billed on different dates.

Please be aware that if you are a level pay customer, you will pay monthly towards your bi-monthly bill.

