

UNDERSTANDING YOUR BILL

There is lots of information on your bill, which can be confusing. Here are some key points to look out for on your bill.

CUSTOMER ACCOUNT NUMBER: 0325870

MRS A JONES
1234 BOW ROAD
LONDON
3N3 R9Y

YOUR NEW ACCOUNT BALANCE → £311.99 (IN DEBIT)

BILL PERIOD
11 OCTOBER - 10 NOVEMBER

METER READINGS
ELECTRICITY READING

PRESENT	METER NO.	PREVIOUS	PERIOD
049100C	A0881642N	048510C	11 OCT 16 - 10 NOV 16

YOUR PERSONAL PROJECTION FOR THE NEXT 12 MONTHS
ELECTRICITY
£849.63

ABOUT YOUR TARIFF
> COULD YOU PAY LESS?
£ £ £

Your name and address

Energy company's contact details

The amount you owe the company. If you are in credit, then they owe you money instead

These are the dates which you are being charged for your energy in this bill

Your meter serial number - match this to the number on your meter to check you've got the right one!

This is what your bill is based on. It may be estimated (E) or actual (A or C)

Tells you about your deal with the company

This is a guess at how much you will spend on energy by the end of the year

Information about other tariffs, sometimes on the side of the bill

Tariffs

Remember, you might be able to get a cheaper deal either with another company or by changing to a different tariff with your current provider. For more information see our switching leaflet.

How much energy do you use in a year?

An average energy user uses 3,100 kWh of electricity every year and 12,500 kWh of gas (*uSwitch 2016*).

On your bill or statement you should be able to find either your estimated or actual annual consumption. This is really useful if you want to compare energy deals or switch provider.

BILL HEALTH CHECK



- Is the bill in your name?**
- Estimated readings?** Giving a meter reading could cut down your bill
- Does the meter serial number match with the number on your meter?** Check to make sure.
- Are other tariffs cheaper?**
- Look at the amount you are spending on gas and electricity seperately.** Is there a big difference between them?

Take time to understand your bill. Not all bills look the same. If in doubt, ask someone for help.

Citizens Advice label all the different bills from the main companies.

Have a look: www.bit.ly/2coSvTn

If you have difficulty paying or understanding your bill, talk to someone as soon as possible.

Visit an **Advice Centre** (find one local to you at www.thcan.org.uk) or speak to your housing officer or landlord.



বাংলায় তথ্য জানতে চাইলে এই নাম্বারে ফোন করুন ০২০ ৮৭০৯ ৯৮৪৭

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These leaflets have been put together by residents and staff from:

The Bromley By Bow Centre, EastendHomes, Gateway Housing, Spitalfields Housing Association,

Tower Hamlets Homes and Tower Hamlets Community Housing. To see all of our leaflets

Visit: www.bbbc.org.uk/empower-resources

