

Understanding your bill

- 1 **Billing Period** - The first and last date of the current billing period.
- 2 **Date of Issue** - The date your bill was issued.
- 3 **Account No.** - Your customer account number.
- 4 **Details** - Your name and address.
- 5 **Meter No.** - Your meter number.
- 6 **Meter Readings** - Your present and previous meter readings.
If the figures shown are followed by 'A', an adjustment has been made to your previous bill. 'C' is a read provided by you. 'E' is an estimated read.
- 7 **Units** - The figure represents the number of units in cubic meters (m^3) which you are being billed for (the difference between your current and previous meter readings).
- 8 **Conversion Factor** - The conversion factor used to convert the gas from cubic meters to kilowatt hours (kWh).
- 9 **kWh** - The figure in kWh for which you are being billed.
- 10 **Gas Consumption** - The amount of gas used this year in comparison to the amount of gas used last year over the same period.
- 11 **Last Bill Balance** - This is the balance brought forward from your last bill.
- 12 **Monthly payment** - If you pay by direct debit these show the monthly payments you have made.
- 13 **Band 1 Rate** - The band which you are being billed at for the first 500kWh each quarter. Customers must pay for a minimum of 419.5kWh per quarter.
- 14 **Band 2 Rate** - The band which you are being billed at for consumption over 500kWh each quarter.
- 15 **VAT @ 5%** - VAT charged to account @ 5%.
- 16 **Direct Debit Discount** - This is the discount you will receive each quarter by paying for your gas via direct debit.
- 17 **Payment Amount Dates** - If you pay by monthly direct debit these show future dates and amounts of your payments.
- 18 **SMP** - Stands for supply meter point. This is the unique number which relates to the natural gas connection to your property.
- 19 **Total Amount** - If you pay by cash or variable direct debit, this is the amount due to be paid 14 days from the date on the bill. This is the current balance if you pay by monthly direct debit.

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Mr A Sample
 1 Sample Street
 Belfast
 BT1 0AA

1	billing period:	1 Aug 14 31 Oct 14
2	date of issue:	4 Nov 14
3	account no:	10000001

meter no.	meter readings		conversion factor		gas used
	current	previous	= units	x conversion factor = kWh	
00221865	6900	6495	405m3	11.4963	4656

fyi	
Gas used this period has decreased by 24%	
Last year 4891 kWh	
This year 3948 kWh	

a: adjusted reading to correct a previous bill c: customer self read e: estimated reading

				amount due	
Last Bill Balance				11	50.00
21/09/2010 Direct Debit				12	10.00 CR
21/10/2010 Direct Debit					10.00 CR
13	0-500 kWh	500 @	4.428p	22.14	
14	Over 500 kWh	4156 @	2.985p	124.06	
15	VAT @ 5.0% on	146.20	7.31	153.51	
16	Direct Debit Discount (inc. VAT)			5.25 CR	
10.00 to be collected on 21/11/2010					
15.00 to be collected on 21/12/2010					
15.00 to be collected on 21/01/2011					
				18	178.26
				19	

18 SMP Reference number:12345678

Your account is paid by Direct Debit
 No other payments are necessary.



15A	Reference	Credit account number	Amount due (no fee payable at PO counter)
24		467 0183	£

Cashiers stamp and initials:

Signature: _____ Date: _____

CHEQUE ACCEPTABLE

Please do not write or mark below this line and do not fold this counterfoil