

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 (m³) 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.

Mr A Sample
 1 Sample Street
 Belfast
 BT1 0AA

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1	billing period:	1 Aug 2019 31 Oct 2019
2	date of issue:	4 Nov 2019
3	account no:	100000001

meter no.	meter readings		conversion factor		gas used
	current	previous	= units	x conversion factor = kWh	
00221865	6900	6495	405m3	11.4963	4656
5	6	7	8	9	
a: adjusted reading to correct a previous bill		c: customer self read		e: estimated reading	

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

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	amount due (£)
Last bill balance	50.00
21/09/2015 Direct Debit	10.00 CR
21/09/2019 Direct Debit	10.00 CR
13 0-500 kWh	22.14
14 Over 500 kWh	124.06
12 500 @ 4.428 pence per kWh	
12 4156 @ 2.985 pence per kWh	
15 VAT @ 5.0% on	146.20
16 Direct Debit Discount (inc. VAT)	7.31
	5.25 CR
17 10.00 to be collected on 21/11/2019	
17 15.00 to be collected on 21/12/2019	
17 15.00 to be collected on 21/01/2020	
18 SMP Reference number: 12345678	
payment due	total payable (£)
	19 178.26

Ways to pay your bill:

