How to Read Your Firmus Energy Electricity Bill

A simple guide to the key information on your electricity invoice, what each figure means and what to do if something does not look right.

Use this guide alongside your bill. The figures shown in the examples are illustrative. The amounts, dates, meter readings and tariff details on your own invoice are the figures that apply to your account.

At a glance

1. Your details
Your billing address and supply address. These may be different.

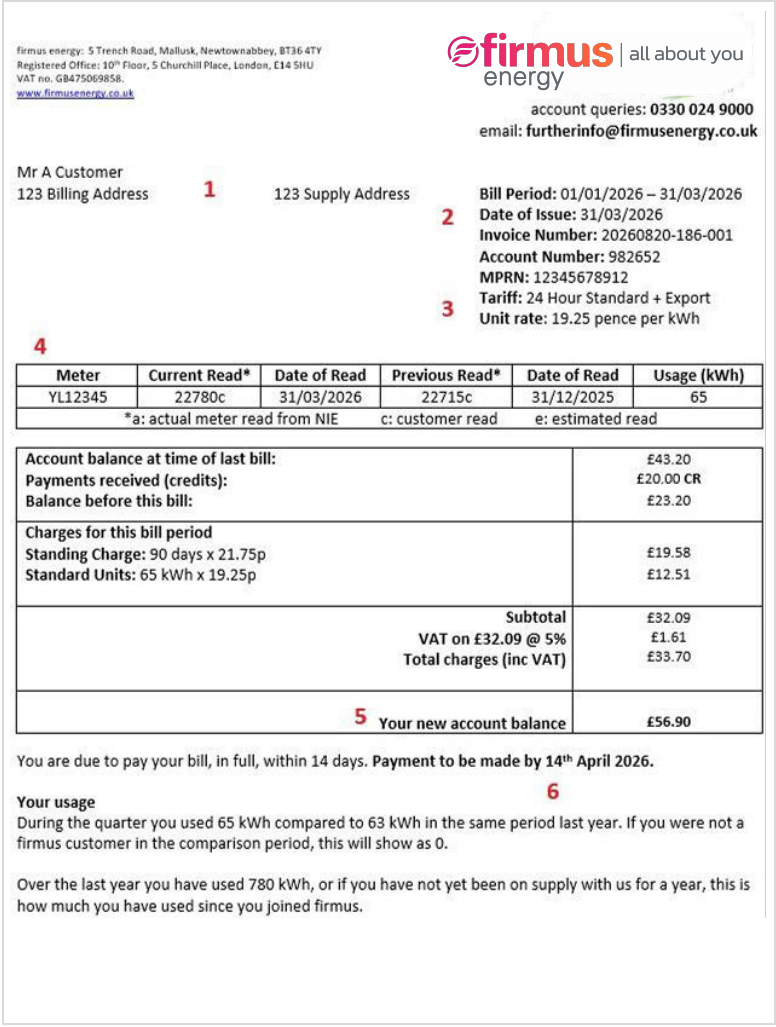
2. Bill details
Your bill period, issue date, invoice number, account number and MPRN.

3. Tariff and unit rate
The tariff applied to your account and the price charged for each unit of electricity.

4. Meter readings and usage
The readings used to calculate how much electricity you used during the period.

5. Account balance
Your previous balance, payments received, new charges and the amount now due.

6. Payment information
When payment is due and whether you need to take any action.



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Mr A Customer
123 Billing Address

1

123 Supply Address

2
Bill Period: 01/01/2026 – 31/03/2026
Date of Issue: 31/03/2026
Invoice Number: 20260820-186-001
Account Number: 982652
MPRN: 12345678912

3
Tariff: 24 Hour Standard + Export
Unit rate: 19.25 pence per kWh

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Meter	Current Read*	Date of Read	Previous Read*	Date of Read	Usage (kWh)
YL12345	22780c	31/03/2026	22715c	31/12/2025	65

*a: actual meter read from NIE c: customer read e: estimated read

Account balance at time of last bill:	£43.20
Payments received (credits):	£20.00 CR
Balance before this bill:	£23.20
Charges for this bill period	
Standing Charge: 90 days x 21.75p	£19.58
Standard Units: 65 kWh x 19.25p	£12.51
Subtotal	£32.09
VAT on £32.09 @ 5%	£1.61
Total charges (inc VAT)	£33.70
5 Your new account balance	£56.90

You are due to pay your bill, in full, within 14 days. **Payment to be made by 14th April 2026.**

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Your usage
During the quarter you used 65 kWh compared to 63 kWh in the same period last year. If you were not a firmus customer in the comparison period, this will show as 0.

Over the last year you have used 780 kWh, or if you have not yet been on supply with us for a year, this is how much you have used since you joined firmus.

Your bill explained

Bill item	What it means	What to check
Billing address	The address where your bill is sent.	Check that your name and correspondence address are correct.
Supply address	The property where the electricity was supplied.	Make sure this is the property you expected to be billed for.
Bill period	The start and end dates covered by this invoice.	Use these dates when comparing this bill with previous periods.
Invoice number	A unique reference for this bill.	Quote it if you contact us about a specific invoice.
Account number	The reference for your Firmus Energy electricity account.	Have it ready when contacting us or making a payment.
MPRN	Your Meter Point Reference Number identifies the electricity connection at the property.	Check that it matches your account records, particularly after moving home or switching supplier.
Tariff and unit rate	Your tariff is the pricing arrangement applied to the account. The unit rate is the price for each kilowatt-hour (kWh) used.	Check that the tariff shown is the one you expect.

Understanding your meter readings

Code	Reading type	What it means
a	Actual	A meter reading provided by NIE Networks.
c	Customer	A reading supplied by the customer.
e	Estimated	A calculated reading used when an actual or customer reading was not available.

How usage is calculated: current reading minus previous reading = electricity used in kWh. If your bill is estimated and the reading does not reflect what is currently on your meter, contact us with an up-to-date customer reading so we can review the bill.

How your balance is worked out

Line on your bill	Explanation
Account balance at time of last bill	The balance carried forward from your previous invoice.
Payments received (credits)	Payments or credits added to the account since the previous bill. “CR” indicates a credit.
Balance before this bill	The amount remaining after payments and credits have been applied.
Standing charge	A daily charge for keeping the property connected to the electricity network. It is calculated by multiplying the number of days by the daily standing-charge rate.
Standard units	The electricity used during the bill period, multiplied by your unit rate.
VAT	The VAT added to the applicable charges. The rate used is shown on your invoice.
Your new account balance	The total account balance after the latest charges, payments and credits have been included.

Paying your bill

If you pay by Direct Debit, you do not normally need to take any action; the amount due will be collected in line with the payment information on your bill. If you pay by another method, make sure payment reaches your account by the due date shown. Please allow time for your payment to be processed and credited.

If you are worried about paying

Please contact us as soon as possible. We will discuss your circumstances confidentially and explain the support and payment options that may be available. Firmuscare also provides additional support for customers or households who may need extra help.

Common questions

Why is my bill higher than expected?	Check whether the reading is estimated, whether the bill covers more days than usual, whether your usage has increased, and whether your unit rate or tariff has changed.
Why does my balance include an earlier amount?	A previous balance may have been carried forward. Compare the “account balance at time of last bill”, “payments received” and “balance before this bill” lines.

What if my payment is missing?	Allow the stated processing time, then contact us with the payment date, amount and method if it has not appeared.
What if my meter reading looks wrong?	Compare the reading on the bill with the display on your meter. Contact us if the bill uses an incorrect or unsuitable estimated reading.
Where can I compare usage?	The usage section compares the current period with the same period last year and shows your consumption over the previous 12 months, or since joining if you have been supplied for less than a year.

Need help?
Billing and payment enquiries: **0330 024 9000**
Firmuscare enquiries: **0800 032 4567**
Email: **ElectricityBilling@firmusenergy.co.uk**
Opening hours: Monday to Thursday, 9am–5pm; Friday, 9am–3:30pm.

Power failure: Contact NIE Networks on **03457 643 643**. Lines are open 24 hours a day.