

# HOW TO READ YOUR ENERGY BILL



## **Energy bills contain all the information about your tariff and how much you are spending on your energy.**

It is important to understand how to read your bill to check that you are on the right tariff and your bill correctly reflects your energy usage, so you are not paying too much or too little.

### **Key things to check on your bill:**

- **Meter readings:** Your most recent gas and electricity meter readings should be displayed on your bill.
  - If you have provided a meter reading, there will be a 'C' for customer after the reading
  - If your energy supplier has taken the meter reading, there will be a 'A' for actual after the reading
  - If your energy supplier has estimated your meter reading, there will be a 'E' for estimated after the reading. If this is the case, you should read your meter and provide your energy supplier with an up to date reading to ensure you are being charged the correct amount.

- **Tariff:** This is the name of your tariff. You need this if you decide to switch supplier so you can compare prices.
- **Payment amount and date:** Often printed on the first page is the amount you're going to pay when the next direct debit comes out. If you pay when you get your bill, it's what you'll be paying. If your payment is successful when it comes to paying for your energy bill, this will be the exact amount you'll be paying.
- **Energy use:** If you don't yet have a smart meter installed, your energy use (which is printed on your bill) can be handy to know. If it's suddenly very different to what you'd usually use, it could be worth investigating in case there has been a billing error or an appliance has become faulty.
- **MPAN or MPRN numbers:** Your supply numbers are called Meter Point Administration and Meter Point Reference Number. Both of these numbers can be handy to keep a note of, as having them to hand can make switching supplier much quicker.
  - Meter Point Administration Number (MPAN) for electricity. Your MPAN will start with an 'S' and have 21 digits
  - Meter Point Reference Number (MPRN) for gas, your MPRN will be up to 10 digits long.
- **Terms and conditions:** Somewhere on your bill should be the terms of the contract you are on. If you are on a fixed plan, your supplier should let you know around 49 days from the end of your contract that it's coming to a close. Between then and the end of the term, you are free to seek a new contract with them, or another supplier. If you do not switch to a new tariff, your energy supplier will switch you to their standard tariff which could end up being more expensive. Understanding when the right time to switch can help you avoid expensive default tariffs.

1. **Address** – This is the address the bill was sent to.
2. **Current balance** – The figure here shows the current balance.
  - a. On this statement, the account is in credit, so this is a positive figure. It would be a negative number if you owed money.
  - b. If you pay your bill when you get it will usually be the amount you need to pay now.
3. **Supply address** – This is the address the energy bill is for.
4. **Account number** – This is your account number with the energy provider. This should be quoted when dealing with your energy supplier.
5. **Statement number** – This is the energy provider's record of the statement number - quoting this will make it easier for you to interact with customer services, especially if you are trying to talk about questionable bill issues.
6. **Statement date** – This is the date the statement was issued.
7. **Statement period** – This is the date the bill covers. In this case, it's a monthly bill, but if you pay quarterly this will be for 3 months.
8. **Tariff** – This is the name of the tariff you are on.
9. **Annual estimates** – This is the estimate of your total gas and electricity costs over the next 12 months, split down by fuel. This is useful to know if you are looking to switch supplier.

**AVRO ENERGY**  
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MONDAY - THURSDAY  
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SUPPLY ADDRESS

**Your Gas & Electricity Bill**

**Your current balance is £285.95 Credit**

Take a look inside for a breakdown of your monthly bill – this bill has been calculated using the most up-to-date meter readings available.

You'll find how we have calculated your current balance and further information including your energy usage and your tariff details.

You are on our Direct Debit scheme so you do not need to take any further action unless we require you to do so.

If you feel you are paying too much or too little, take a meter reading and submit online via your myAvro account or give us a call.

**Could you pay less?**

We estimate your annual cost for the next 12 months as:

Gas	£513.03
Electricity	£357.77

These prices include standing charges, unit rates and VAT.  
Remember – it may be worth thinking about switching your tariff or supplier.

ACCOUNT NUMBER  
AVR

STATEMENT NUMBER

STATEMENT DATE  
26th Oct 2020

STATEMENT PERIOD  
26th Sep 2020 - 26th Oct 2020

TARIFF  
Simple and SuperConnect

Need More Details?  
See Next Page

## Your Detailed Bill Information

CURRENT BALANCE  
**£285.95 CR**

THIS BILL  
**£67.46 DR**

### Electricity

Meter Point Administration Number (MPAN)

Meter Serial Number

Tariff

Charge period from 26th Sep 2020 to 26th Oct 2020

Meter Readings

11

S  
D16  
Simple and SuperConnect

12

C 26th September 2020 7349

E 24th October 2020 7507.1

E 26th October 2020 7518.5

E £0.123250 kWh Used £18.49

E £0.131500 kWh Used £11.4

E Price £/kWh £1.50

E Cost of Electricity Used £4.48

E Price £/kWh £0.30

E Cost of Electricity Used £25.77

E Standing Charge for 28 days £1.29

E Subtotal £27.06

E VAT at 5% £1.29

E Cost of Electricity Supplied (including VAT) £28.35

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The bill will be split in two sections to show electricity and gas usage. The information is shown in the same format.

**10. Current balance** – These figures demonstrate the account is in credit of £285.95 (on the left) and that £67.46 of energy has been used over the statement period this bill relates to.

**11. Meter information** – The above form shows the following:

- Meter Point Administration Number (MPAN)
- Meter Serial Number is below it and below that, is the name of the Tariff
- Tariff name
- Charging period for this bill - 26 September 2020 through to 26 October 2020.

**12. Meter readings** – This section provides details of any meter readings supplied during the charge period.

- The “C” indicates a customer reading.
- The “E” references an estimated reading by the energy supplier.

**13. Cost of electricity details** – This section covers the amount of electricity used during the statement period and how much the different elements cost.

**14. Cost of electricity supplied** – This is the total amount charged for electricity during the period, including VAT in this case - £27.06 of the total £67.46 was electricity usage.

## 15. Explaining your gas statement

- This section shows how the units on the customer's meter match with the number of kWh used.

Finally, page four of this energy bill from Avro Energy gives more details about the customer's balance, tariff and payment information:

Gas			
Meter Point Reference Number (MPRN)	9109		
Meter Serial Number	G4K		
Tariff	Simple and SuperConnect		
Charge period from 26th Sep 2020 to 26th Oct 2020			
Meter Readings			
C	26th September 2020	26613	
E	24th October 2020	26614.6	
E	26th October 2020	26622.7	
Meter Units Used in the charge period		109.70	
Price £/kWh	£0.027250	kWh Used	1160.2
Cost of Gas Used	£0.022450	kWh Used	£31.62
Cost of Gas Used			£2.65
Cost of Gas Used			£2.69
Standing Charge for 28 days			£0.30
Standing Charge for 2 days			£28.48
Subtotal			£1.82
VAT at 5%			£40.40
Cost of Gas Supplied (including VAT)			
Explaining Your Gas Statement			
Volume Conversion Factor: converts your meter units to metric.			
Imperial meter - 2.83 or Metric meter - 1.00			
Volume Correction: Accounts for changes in your volume of gas based upon temperature and pressure. Industry Standard of 1.02264			
Calorific Value: the measurement of the energy content of gas which varies throughout the year			
Convert to kWh: Divide by 3.6 to give number of kilowatt-hours			
Meter Units	Volume Conversion Factor	109.70	
Metric Units	Volume Correction	1.00	
Volume Correction		109.70	
Calorific Value	1.02264000		
Convert to kWh	x 40.3		
kWh Used	/ 3.6		
	1252.7		

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The details on this page show what transactions have taken place on the account as well as confirming tariff information:

16. Current balance – This shows the account is in credit

- Previous balance – this is the amount on the last bill
- New Charges – the cost of energy used for the statement period
- Payment received – the amount paid

Your Current Balance and Tariff			
CURRENT BALANCE			
£285.95 Credit		16	
Tariff Information			
Previous Balance		£281.41	
New Charges		£87.46	
Payments Received		£72.00	
Payments Received			
Date	Description	Amount	
17/10/2020	Monthly Direct Debit	£72.00	
The details on this page show what transactions have taken place on the account as well as confirming tariff information:			
16. Current balance - This shows the account is in credit			
a. Previous balance - this is the amount on the last bill			
b. New Charges - the cost of energy used for the statement period			
c. Payment received - the amount paid			
17. Payments received - This section gives more detail about the payment method, date and amount			
18. Tariff Information - This gives full details of the tariff:			
a. payment method (monthly direct debit in this case)			
b. the tariff end date and whether there are exit fees associated with the tariff			
19. Estimated annual usage - This gives an estimate of the number of kWh the supplier expects the customer to use over the course of a year; this is split down by fuel type.			
Much of the information on this page can also be found elsewhere on the bill, but it's a good summary of the charges made and details of the tariff.			
Estimated Annual Usage		2174.6 kWh	
Electricity		19205 kWh	
Gas			

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**18. Tariff information** – This gives full details of the tariff:

- a. payment method (monthly direct debit in this case),
- b. the tariff end date and whether there are exit fees associated with the tariff.

**19. Estimated annual usage** – This gives an estimate of the number of kWh the supplier expects the customer to use over the course of a year; this is split down by fuel type.

Much of the information on the last page can also be found elsewhere on the bill, but it's a good summary of the charges made and details of the tariff.

**Call us now on 0800 060 7567\***

(Freephone) to book your appointment, or apply online:

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\*8.45am to 5.30pm Monday to Friday