

- a) Your bill is made up of two sections, the invoice section which details all the financial information related to your account and a second section called 'Billing detail', which goes into the detail of how this transaction is made up.
 The Billing detail section comprises four clear subsections: Fixed Charges, Consumption Charges, Meter Reading Information and a new Power demand and other Important Information subsection.
- b) The first thing you will find clearly on your bill is the total amount payable. This appears in bold large size typeface at the end of the Invoice section of your bill.
- c) A sub total column – the blue column – now has totals making it clear to read the information.
- d) Your energy charges are broken down into fixed consumption (your fixed monthly charge) and consumption charges (your actual usage).
- e) Under the billing detail we have detailed the consumption charges in a meaningful way, rather than in industry abbreviations.
- f) You can easily tie back the information contained in the metering section to the charges in the consumption charges section. Electricity usage and cost of usage is easy to ascertain.



INVOICE SECTION

- 1 Our contact details are printed at the top of every page
- 2 Page numbering shows you how many page numbers are contained in this bill
- 3 The first column shows individual charges by charge type
- 4 Sub totals are easy to find in the blue column
- 5 Any amount outstanding is brought forward and listed as 'Outstanding Balance'
- 6 Energy charges are broken down into fixed charges and consumption charges and can easily be tied back to the information in the Billing details section – see 13 and 14
- 7 Climate Change Levy calculations are shown with exemptions noted where applicable
- 8 VAT charges are split between domestic and business usage where applicable and the % rate shown
- 9 The total amount owing is highlighted in bold type
- 10 Your Account number



BILLING DETAILS SECTION

- 11 Our contact details are printed at the top of every page
- 12 Your invoice address and the supply address for this account are clearly labelled
- 13 Fixed charges are listed individually and the total shown on the blue column. This corresponds to the summary on the invoice section of your bill
- 14 Consumption charges are listed individually and the total shown in the blue column. Again, this corresponds to the summary on the invoice section of your bill
- 15 Meter Reading Information can be tied back to the consumption charges. Electricity usage and the cost of usage are clear
- 16 This section details other information about your account that you may find useful for energy management purposes.