

Comparing Usage

On your bill it will show how much electricity you have used in comparison to the same period the previous year. It will usually give you an increase or decrease in percentage terms. Again, this is only likely to be a true picture if you have been sending in regular up-to-date meter readings.

Tariff Comparison Rate

This figure can be used as a guide to compare the price of your energy tariff with other tariffs on the market from other suppliers - if you are able to consider switching.

Top Tips



Pay by direct debit if possible.



Send in monthly meter readings to make sure your bills are accurate.



Contact CAB Energy Advice Service if you want help to understand your bills and reduce your costs.

Making Sense of Your Energy Bill

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Energy Bills can be confusing whether you receive them through the post or online.



Understanding your Energy Bill can go a long way to helping you keep on top of your energy use.

Time Covered

Energy Bills should say the period of time that they cover, this is usually about 3 months but check your contract as this will tell you.

Estimated Bills

These are not true pictures of your energy usage. They are usually based on what you have used in the past and are therefore likely to be inaccurate.

Actual Bill

This is an up-to-date bill which is based on up-to-date meter readings. This is likely to be accurate. If you receive an 'estimated bill' you should send in up-to-date meter readings and ask for an amended bill to be sent out.

Amount Owing

This refers to the amount owed shown on your bill. It will either be:
Debit - what you owe
Credit - what you are potentially owed

Payments Made

Any payments that you have made to your account will be listed on your bill. Monthly direct debits will be listed with the dates on which they were paid.

Monthly direct debits are the best way to pay for your energy costs. They will keep your costs evenly spaced throughout the year.

Making sure your monthly direct debit is at the right level is important so that you are not paying too much or too little.



Personal Projection

This is an estimate of how much you will spend on energy in the next 12 months. This is only likely to be accurate if you have been sending in up-to-date meter readings regularly.

Meter Readings

It is good practice to send in up-to-date meter readings on a regular basis - ideally this would be once a month.

Keep a record of these meter readings. This will help you and your energy company keep a closer eye on your usage and costs over the period of a year. Records like this are useful for comparing year on year usage and costs.

Tariff

The type of tariff you are on will affect how much you pay. You should always check if you are on the cheapest tariff. Ask your energy company if there is a cheaper tariff available to you. Ask them about fixed tariffs as they can sometimes be a cheaper option.

Meter Reference Number

The Meter Point Reference Number (MPRN) and the Meter Point Administration Number (MPAN) are used to identify the meters that supply your property.

Charges

Your bill will show the amount of energy you have used in the period that the bill covers. It is measured in **Kilowatt Hours (kwh)**. It will also show you the unit rate that the energy is sold at. It is measured in pence per kilowatt (kwh). Therefore, **Energy Used (kwh) X Unit Rate (pence) = total energy charges**. If you have an electric heating system, where you get cheaper electricity at night (such as Economy 7), you will have two unit rates. One of these will be a cheaper rate for nighttime use. Standing charges are a daily charge that covers the cost of energy used when your supplier calculates your bill. VAT is charged at the current rate.

In Shetland, many properties with storage heaters will find that they have 2 or 3 meters, one of which shows 2 figures. So, in reality you have 3 or 4 different meter readings to take and 3 different charge rates for these. This set-up related to a historic tariff.