ENERGY SERIES 02

Understanding your electricity bill

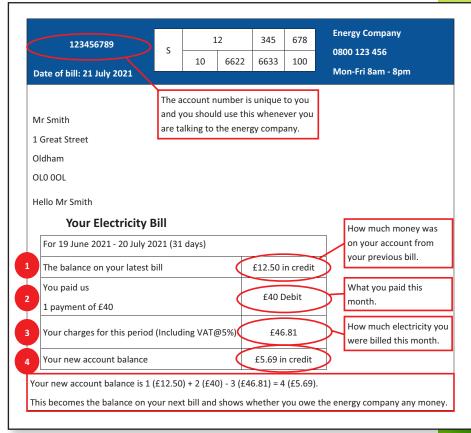
Why are bills complicated?

Energy bills are getting easier to understand, as there has been lots of pressure applied to energy companies over the years to simplify bills. Many people are frightened by terms like kWh's and MPANs, as they are not used by many people in day to day living. Energy bills have lots of numbers on them, and most people are frightened by numbers to some degree. Whilst bills may become easier to read in the future, most of us will always find them challenging.

Becoming energy bill aware

Once you become energy bill aware, you are more likely to read your energy bill. You are more likely to think about energy efficiency, and then more likely to regularly switch suppliers.

What is the key information I need to know?









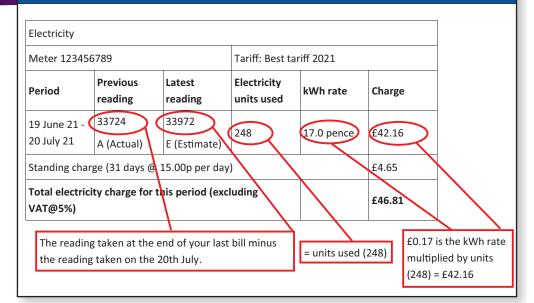


Account Number 123456789

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Energy Company 0800 123 456

Mon-Fri 8am - 8pm



Actuals versus estimates

An actual reading is where you or a meter reading agent supply a meter read. An estimate is where no meter read exists and the energy company makes a best guess. The energy company will use your previous billing information to help make that estimate. If you don't take readings over a long period of time, your bill will become less accurate and you could either accrue a large credit, which means the energy company owes you a lot of money. Or you could end up in debit, meaning you owe the energy company a lot of money.

You can take a meter read whenever you like and submit this to your energy supplier. That actual reading will always be used, even if it only covers part of your latest bill.

Get into the habit of supplying regular meter reads and you will reduce the risk of getting large unwanted energy bills.

Still struggling

Our Community Impact Team can support you if you need help understanding or paying energy bills. Get in touch by emailing CommunityImpact@fcho.co.uk or call 0161 393 7117.

Contact details

We are here to support you and you can contact us in the following ways:



0161 393 7117



Tellus@fcho.co.uk

Any
Questions?...

Visit Cleo at fcho.co.uk



First Place, 22 Union Street, Oldham OL1 1BE





I help?