



# Your npower energy bill explained - cont'd

Bill period

Your customer or account number

7 May 2013

Mr J Bloggs  
237a Street Name  
Place name 1  
Place name 2  
Place name 3  
County  
Postcode

Your monthly payment has increased from £50.00 to

## £109.00

starting on 1 December 2012

### Your energy statement

For the period 1 October 2012 to 1 November 2012

Customer account number **06584723074**

Online **npower.com**  
We're open Monday-Friday 8am-8pm / Saturday 8am-6pm

From landlines **0800 073 3000**

From mobiles **0330 100 3000**

Energy supplied at  
456 Street Name, Place Name, Country, Post Code

**Why has the payment amount changed?**  
Having looked at your energy usage, account balance and current tariff we have calculated that your account will build up a debt if you do not increase your payments. See section 4 and 5 for full details.

**Lastest meter reading**  
Electricity (Our reading) - **10579**  
Gas (Our estimate) - **11160**

### 1 > Could you pay less?

See our table opposite for our cheapest tariff options. Remember – it might be worth thinking about switching your tariff or supplier.

Switching tariffs could mean a significant change to your terms and conditions and some tariffs have eligibility criteria. For example, you may need to change your payment method or manage your account online.

Some tariffs are available for a limited time only, therefore subject to change.

**Your personal projection for the next 12 months**

Electricity  
£xxx.xx

Gas  
£xxx.xx

Go Save - Electricity  
Go Save - Gas

**Our cheapest similar tariff**

Save an estimated  
£xxx.xx  
a year

Save an estimated  
£xxx.xx  
a year

Electricity      Gas

Plus 24 - Electricity  
Go Save - Gas

Save an estimated  
£xxx.xx  
a year

Save an estimated  
£xxx.xx  
a year

Electricity      Gas

**Our cheapest overall tariff**

Direct Green - Electricity  
Go Save - Gas

Your personal projection is based on your estimated energy usage for the next 12 months and your tariff prices, including any announced price changes. If your tariff has an end date, then our standard prices will be used thereafter for that tariff. VAT is also included; Warm Home Discount is not included. Please note your tariff price is not fixed and may be increased in the future.

R 141500 / 2010214 / PHASE MF00 OF 1 Tariff

What your monthly direct debit payment is for both gas and electricity

Be aware: this will only be your current supplier's cheapest plan, and may not be the cheapest on the market



# Your npower energy bill explained

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Be aware: TCR is only a tool with which to compare rates across suppliers. It takes into account factors a regular kWh doesn't, including standing charges and discounts. This is not the rate you actually pay

## 2 > About your tariff

Here's information about your tariffs to help you to compare them with others available.

**What is an exit fee?**  
Some tariffs have an exit fee which may be charged if you choose to leave npower before the agreed end date.

Electricity	Gas
<b>Tariff details</b>	
<b>Tariff name</b> Go Save	<b>Tariff name</b> Go Save
<b>How you pay</b> Monthly Direct Debit	<b>How you pay</b> Monthly Direct Debit
<b>Tariff ends</b> 31 January 2013	<b>Tariff ends</b> 31 January 2013
<b>Early exit fee</b> None	<b>Early exit fee</b> None
<b>Your estimated usage in the last 12 months</b> xxxx kWh	<b>Your estimated usage in the last 12 months</b> xxxx kWh

**About your Tariff Comparison Rate (TCR)**

<b>TCR:</b> xxx.xxp per kWh	<b>TCR:</b> xx.xxp per kWh
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These are the TCRs for your tariffs. The TCR is not an actual price. You can use your TCR only as a guide to compare the price of electricity and gas tariffs. It is based on the energy used by a typical customer (electricity 3,200 kWh/year; gas 13,500 kWh/year) and not your personal consumption. Your actual energy cost will depend on your usage.

**Need further information?**  
Call us  
From a landline: 0800 073 3000 From a mobile: 0330 100 3000  
Visit [npower.com/tcr](http://npower.com/tcr) for details of your tariff and the calculation of the TCR

## 3 > How your energy adds up

Electricity	
<b>Meter readings</b>	
24 August 2012 - Our estimate	96292
19 November 2012 - Our estimate	97165
kWh used over 88 days	873
<b>Total kWh used</b>	<b>873</b>
<b>This cost</b>	
873 kWh at 14.4p per kWh	£125.71
Standing charge of 34.7p per day for 88 days	£30.54
<b>Discounts in this period</b>	
Dual Fuel	£5
VAT at 5%	£7.81
<b>Total cost of electricity used</b>	<b>£164.06</b>

Gas	
<b>Meter readings</b>	
24 August 2012 - Our estimate	8887
19 November 2012 - Our estimate	8960
Units used over 88 days (Calorific value 39.9)	73
<b>Total Units (100s of cubic feet)</b>	<b>73</b>
Converted to kWh	2289
<b>This cost</b>	
2289 kWh at 4.92p per kWh	£112.62
Standing charge of 21.3p per day for 88 days	£18.74
<b>Discounts in this period</b>	
Dual Fuel	£5
VAT at 5%	£6.57
<b>Total cost of gas used</b>	<b>£137.93</b>

**Electricity and gas total £302.00**

Your plan name  
(You need this info to switch)

Your plan end date (if fixed)  
Your exit fee (if applicable)

Your annual gas & electricity consumption  
(You need this info to switch)

Your electricity unit rate

Your standing charge/day for electricity

Your gas unit rate

Your standing charge/day for gas



# Your npower energy bill explained

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### Avoid estimated bills

- 1 Call us or give us your up-to-date meter reading at [npower.com/meterread](http://npower.com/meterread) or use our smartphone app
- 2 Log In or register to get our free text or email meter read reminders. [npower.com/account](http://npower.com/account)

#### 4 > What you've paid

Monthly payments		How your statement adds up	
Since your last statement			
28 September 2012	£50.00	Amount left to pay from your previous statement	£92.85
29 October 2012	£50.00	You've paid	£100.00
		Total cost of energy used	£302.00
<b>Total</b>	<b>£100.00</b>	<b>Total left to pay</b>	<b>£109.15</b>

#### 5 > Your monthly payment

We aim to spread your payments evenly across the year even though your usage and costs may peak in the winter months. We typically review your payment twice a year to check that you are paying the right amount.

When we review your account we will check your usage, whether you have been over or under paying and the details of your current tariff. If we calculate that your current monthly payments are either too high or too low, we will change them and let you know on the front page of this statement.

#### How we worked out your new payment

	Electricity	Gas
Electricity - 5524 kWh at 15.140p	£800.00	
Electricity standing charge - 356 days at 9.200p	£300.00	
Less discounts	£800.00	
VAT @ 5%	£300.00	
<b>Estimated Electricity Total</b>	<b>£1000.00</b>	
Gas - 15805 kWh at 3.771p		£600.00
Gas standing charge - 356 days at 43.800p		£1000.00
Less discounts		£800.00
VAT @ 5%		£1000.00
<b>Estimated Gas Total</b>		<b>£1000.00</b>
<b>Total left to pay</b>	<b>£1000.00</b>	<b>£1000.00</b>
<b>Total to spread over 12 months</b>	<b>£800.00</b>	<b>£800.00</b>
<b>12 payments (rounded to the nearest pound)</b>	<b>£800.00</b>	<b>£800.00</b>
<b>Total new payment</b>	<b>£1600.00</b>	

We calculate that you have a current outstanding balance of

**£XX.XX**

If you pay this off within 10 working days we will reduce your monthly payments to £yyy.

Please use the enclosed payment slip or one of the other options listed on the back.

Need further information?  
Visit [npower.com/dde](http://npower.com/dde)

The remainder of what you owe, after all credit in your account has been applied. This remainder will get paid through future direct debits

**Be aware: You can still switch if you owe your supplier - as long as the amount is less than £500**



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## 6 > Energy explained

We charge for energy in kilowatt hours (kWh). A kWh is 1 kilowatt of power used in 1 hour.

In the period covered by this bill you have used on average each day:

Electricity	Gas
x.xx kWh	x.xx kWh

Last year's usage for this period:

x.xx kWh	x.xx kWh
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For more energy saving tips visit [npower.com/savingenergy](http://npower.com/savingenergy)

## A kilowatt hour gives you



9 uses of a kettle



4 hours watching TV



31 hours on a laptop

We convert your gas consumption into kWh using the following formula

$$\frac{\text{Meters Reading (m3)} \times \text{Conversion factor (2.83)} \times \text{Efficiency factor (0.9)} \times \text{Correction factor (1.029)} + \text{Meter reader factor (2.4)}}{1000} = \text{kWh}$$

## 7 > Where to get help

From landlines  
**0800 073 3000**

From mobiles  
**0330 100 3000**

Or write to us  
npower  
PO Box 93  
Peterlee SR8 2DX

Moving house?  
Contact us within 10 days of your move.  
[npower.com/moving](http://npower.com/moving)

Trouble paying?  
Talk to us, we can help.

Need extra help?  
If you're over 60, in poor health, or have a disability, you could get help with managing your energy costs. Ask about our Warm Response service.

### The Citizens Advice consumer service

It's easy to get independent advice so that you "know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply,

or ask for help if you're struggling to pay your bills.

To "know your rights" visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) for up to date information or contact the Citizens Advice consumer service on **08454 04 05 06**

## > How to complain

If there's anything you're unhappy with, our complaints team could put things right.

From landlines  
**0800 316 9329**

From mobiles  
**0330 100 8628**

Online  
[npower.com/complaints](http://npower.com/complaints)

Or write to us  
npower Complaints  
PO Box 97, Peterlee, SR8 9AP

You can download a copy of our leaflet "Putting things right" from our website, or ask us to send you a copy in the post.

If we can't solve your problem within eight weeks or you have received our final response letter, you can contact the Energy Ombudsman. [ombudsman-services.org](http://ombudsman-services.org) **0330 440 1634**

## Your reference numbers

Customer account number  
**06584723074**

Electricity meter number

**101A20675**

Gas meter number

**G4A006069999901**

Electricity supply number

S 01 01 01  
55 2255 1287 123

Gas 'M' Number

**57296507**

Power loss?  
**0800 727 272**

UK Power Net is responsible for your power supply

Smell Gas?  
Call National Grid Immediately  
**0800 111 999**

Gas supply problems?  
**0845 835 1111**

Type too small?

Ask us for a large type bill.

From mobiles  
**0330 100 8669**

From landlines  
**0808 172 6999**

Text phone  
**0800 413 016**

Your gas meter point reference number (MPRN) and electricity supply number (MPAN) (You need this info to switch)