


# SSE Airtricity

## Your bill explained:

- Account Number**  
This is unique to your account and you may be asked for it when you contact us.
- Electricity meter details**  
(MPRN)  
**Meter Point Reference Number**  
Your MPRN is a unique 11 digit number assigned to your electricity meter.  
**DG**  
Your DG number identifies your Distribution Use of System (DUoS) profile - this is a type of standing charge that SSE Airtricity pays to companies who maintain the electricity network.  
**MCC**  
MCC is your Meter Configuration Code, which tells us what type of meter you have.  
**Profile**  
Profile determines what electricity tariff you pay.
- Billing Address**  
The property that your bill is sent to.

- Summary**  
This is a summary of payments since your last statement. It shows previous balance, any recent payments (payments received) and the amount due on the account (if any).
- Remittance Advice**  
Detach this to use for non-direct debit payments.

Turn over for page 2 of your bill >



**1** Statement Number: 123456

Account Number: 654321

Date of Issue: 08/12/2017

Your MPRN Number is

10010010010

DG	MCC	Profile
DG2	MCC01	03

**2** **General Enquiries**

1850 40 40 70\* customerservice@sseairtricity.com  
open 8am to 8pm Monday to Friday

**Emergency Electricity**

1850 372 999\* (24 hours)

**3** **Billing Address:**

A N Other  
Main Street  
Local Suburb  
Co.Dublin

**4** **Summary since last statement**

Description	Date	Amount €
Previous Balance		88.00
Payment Received	22/11/2017	-88.00
<b>Balance before this bill</b>		<b>0.00</b>

Your Budget Plan Description	Amount €
Budget Plan monthly amount	88.00

**TOTAL DUE € 88.00**

Visit [sseairtricity.com](http://sseairtricity.com) to submit meter reads, view your bill and account details. It's also home to a range of other services such as our Help Centre, webchat, our customer charter and codes of practice. These codes outline our service commitments to our customers in a number of areas including Marketing, Billing and Vulnerable Customers.

We now have even more ways to pay. For your range of flexible payment options, visit [sseairtricity.com](http://sseairtricity.com).

Electricity Billing Period


**See Individual Invoices**

Payment Method

**Direct Debit**  
UMR: 0000000-000000000

Payment Due Date

**22/12/2017**



**5** Complete this slip and send with your payment to:

Accounts Receivable, SSE Airtricity Limited,  
Red Oak South, South County Business Park, Leopardstown,  
Dublin 18, Ireland

**REMITTANCE ADVICE**


Cheques

Other

Total €

Customer Account No.

Amount Due



AN POST REF 00000020585241 000000088005 014281

PLEASE DO NOT MARK BELOW THIS LINE

# Your bill explained:

- 6 Energy charges**  
Payments received since your last statement.
- 7 Budget Plan History**  
SSE Airtricity Budget Plan is a free service which allows you to spread your energy costs for the year across 12 monthly payments.

On your bill, you'll see your budget plan details such as your start date and your payments versus costs for the year to date.

- 8 Useful Information**  
This section has detailed information on some key items like ways to pay, our complaints process and charges like the PSO levy and Carbon Tax.

More information is available on our website.

Turn over for page 3 of your bill >



<b>Contact Us</b>		<b>General Enquiries: 1850 40 40 70*</b>
<b>Emergencies:</b>		<b>Electricity 1850 372 999* (24 hours)</b>
<b>Contact:</b> SSE Airtricity Limited, Red Oak South, South County Business Park, Leopardstown, Dublin 18, Ireland.	<b>W:</b> www.sseairtricity.com <b>E:</b> customerservice@sseairtricity.com <b>VAT Registration No:</b> 6337386I	<b>Emergency Contact:</b> ESB Networks, Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork <b>E:</b> esbnetworks@esb.ie
<small>Registered in Ireland: No. 317386 SSE Airtricity Limited Registered Office: Red Oak South, South County Business Park, Leopardstown, Dublin 18</small>		

**6 Energy charges (for your information)**

⚡ Total Electricity charges for this period - invoice 10010010010	€111.88
<b>Total energy charges</b>	<b>€111.88</b>

**7 Your Budget Plan history**


Budget Plan start date	10/10/2017
Total energy costs to date	€209.45
Total budget plan payments to date	€176.00
Difference	€33.45

Remember that as a Budget Plan customer you don't need to worry if there's a difference between your energy charges and your payments. Your Budget Plan monthly amount is based on your energy charges for 12 months, so any difference should smooth out over that time.

We'll review your Budget Plan monthly amount every four months to ensure that it's up to date with your most current energy usage. If your payment amount needs to change we'll always notify you first.

**8**

<p><b>Carbon Tax</b> The Government introduced a Carbon Tax in 2010. This tax is charged on consumption of natural gas and if you are a gas customer this will be shown separately on your bill. This does not apply to electricity bills. For further information on Carbon Tax see revenue.ie.</p> <p><b>Ways to pay and part payments</b> We like to offer customers a variety of ways to pay their bills. Options available include direct debit, debit/credit card, standing order, bank draft, payzone, paypoint, post office and cheque. Customers can also pay online at sseairtricity.com. Any part payments will be allocated against the overall balance.</p> <p><b>Overdue accounts</b> We understand there are times when customers have difficulties paying bills. We're here to help and are happy to discuss different options and payment arrangements with you in confidence. Please call us on 1850 40 40 70* to discuss a suitable payment plan with one of our agents.</p> <p><b>Energy Efficiency Directive</b> For information on how you can use electricity efficiently, contact the SEAI on 01 8082100 or online at seai.ie</p> <p><b>Refunds</b> If your bill balance is a minus figure you may be due a refund. Please contact our Customer Service Team on 1850 40 4070* to discuss how you would like this refunded.</p>	<p><b>Public Service Obligation Levy (PSO Levy)</b> The public service obligation levy relates to the purchase by ESB of the output of certain peat generated electricity, in the interests of security of supply, and the output of certain generating stations using renewable, sustainable or alternative forms of energy, in the interests of environmental protection, in accordance with a Public Service Obligations Order made pursuant to the Electricity Regulation Act 1999.</p> <p><b>SSE Airtricity Complaints Process</b> If you have a complaint, please call our Customer Service team on 1850 40 40 70*. If your complaint has not been resolved to your satisfaction, you may ask to speak with the Customer Service Supervisor. If you are still not satisfied, you may contact the Commission for Energy Regulation at: Energy Customers Team, Commission for Energy Regulation, P.O. Box 11934, Dublin 24. Tel: 1890 404 404 Email: energycustomers@cer.ie. For further details on our complaints process, see our Code of Practice on Complaint Handling at sseairtricity.com</p> <p><b>Pro Rating</b> If there was a tariff change in your billing period, you will see your consumption split between usage before and after the tariff change date. We calculate this by dividing your consumption by the number of days used in that billing period and finding the average usage per day. This figure is used to calculate the charges prior to, and after the date of the tariff change on your bill.</p> <p>*Charged at LoCall rate. Rates from landline and mobile companies may vary, so please check with your operator.</p>
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# Your bill explained:

**9 Invoice Number**  
Each bill has a unique number so its easy to identify.

**10 Supply address**  
The property that the electricity is being supplied to.

**11 Description**  
The description contains the title of the type of charge being applied. This could include the following:

**Standing charges**  
Standing charges are a combination of fixed charges for electricity or gas supply and a share of the supply costs for servicing your account.

**(PSO) Levy Public Service Obligation**  
All electricity suppliers are obliged by government to apply a Public Service Obligation (PSO) levy. The levy supports security of supply and environmental protection. These are measured by the number of months in your billing period.

**12 Unit**  
Units are different for each item:

**Rates:**  
Kilowatt hours(kWh)

**Standing charges:**  
Number of days in the billing period

**PSO levy:**  
Number of months in you billing period

**13 (MIC) Maximum Import Charge**  
The MIC is the maximum electrical load your connection can handle.

**14 Rate**  
Your rate is your cost per unit for electricity, gas or standing charges.



**9**  
Invoice Number: 123456  
Account Number: 654321  
Date of Issue: 08/12/2017

Your MPRN Number is  
10010010010  
M DG MCC Profile  
DG2 MCC01 03

General Enquiries  
1850 40 40 70\* customerservice@sseairtricity.com  
open 8am to 8pm Monday to Friday

Emergency Electricity  
1850 372 999\* (24 hours)

**10**  
Supply Address:  
A N Other  
Main Street  
Local Suburb  
Co.Dublin

**11**  
Visit [sseairtricity.com](http://sseairtricity.com) to submit meter reads, view your bill and account details. It's also home to a range of other services such as our Help Centre, webchat, our customer charter and codes of practice. These codes outline our service commitments to our customers in a number of areas including Marketing, Billing and Vulnerable Customers.

**12 Details of Electricity Charges:**

Description	Units	MIC	Rate	Amount €
SmartSaver Std 24hr	475.00		0.1587	75.38
Standing Charge P3 Dom Rural	32.00		0.4843	15.50
PSO Levy	1.00	12	7.6900	7.69
VAT			13.5%	13.31
Total costs for this period				98.57
Total VAT				13.31
Total charges for this period				111.88

EBP:PO:LE

Electricity Billing Period: 04/11/2017 to 06/12/2017  
Payment Method: Direct Debit UMR: 0000000-000000000  
Payment Due Date: 22/12/2017

**sse Airtricity**  
Customer Account No. [ ]  
Amount Due [ ]

Complete this slip and send with your payment to:  
Accounts Receivable, SSE Airtricity Limited,  
Red Oak South, South County Business Park, Leopardstown,  
Dublin 18, Ireland

**REMITTANCE ADVICE**  
Cheques [ ]  
Other [ ]  
Total € [ ]

PLEASE DO NOT MARK BELOW THIS LINE

Turn over for page 4 of your bill >

# Your bill explained:

- 15 Electricity Usage Details**  
This section outlines the meter readings used to calculate your bill. The meter reading can be provided by ESB Networks (A), estimated (E) or submitted by the customer (C).
- 16 Previous Reading**  
This is your meter reading from the start of your billing period. Please note this may be an estimate.
- 17 Interim Reading**  
Interim reading will be included if we received a reading during your billing period.
- 18 Present Reading**  
This is your meter reading at the end of your billing period. Please note this may be an estimate.
- 19 Multiplier**  
This converts your meter reading into kilowatt (kWh) units.
- 20 Usage**  
Amount of electricity you used during the billing period in kilowatts (kWh). It's calculated by subtracting your Previous Reading from your Present Reading and applying the Multiplier.

- 21 Reading Types**  
Units are different for each item:  
**Actual Meter Reading (A)** - ESB Networks visited your house and read your meter.

**Estimated Meter Reading (E)** - If we don't receive a reading we estimate your usage based on your past actual readings and average daily electricity use for this time of year.

**Customer Meter Reading (C)** - A meter reading you submitted.

- 22 Fuel Mix**  
The fuel mix table the sources from which SSE Airtricity generate our fuels.

- 23 Useful Information**  
This section has detailed information on some key items like overdue accounts, services for vulnerable customers and independent advice services.

For more information about your bill get in touch

1850 40 40 88<sup>†</sup>

sseairtricity.com



**Contact Us** General Enquiries: 1850 40 40 70\*

**Emergencies:** Electricity 1850 372 999\* (24 hours)

**Contact:** SSE Airtricity Limited, Red Oak South, South County Business Park, Leopardstown, Dublin 18, Ireland.  
**W:** www.sseairtricity.com  
**E:** customerservice@sseairtricity.com  
**VAT Registration No:** 63373861

**Emergency Contact:** ESB Networks, Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork  
**E:** esbnetworks@esb.ie

Registered in Ireland: No. 317386 SSE Airtricity Limited  
 Registered Office: Red Oak South, South County Business Park, Leopardstown, Dublin 18

**15 Electricity Usage Details** **16** **17** **18** **19** **20**

**Electricity Supply Address:** A N Other, Main Street, Local Suurb, Co.Dublin

Description	Meter No	Date	Previous Reading	Date	Interim Reading	Date	Present Reading	Multiplier	Usage
24hr	Z00032566	04/11/2017	71565 (C)			06/12/2017	72040 (C)	1.0	475

(A) Actual Meter Reading (E) Estimated Meter Reading (C) Customer Meter Reading

**Electricity used this period has increased by 14.7%**

Last year 414 kWh (Billing period 04/11/2016 to 06/12/2016). The consumption is estimated for the period used.

This year 475 kWh (Billing period 04/11/2017 to 06/12/2017).

Difference in electricity usage is +61 units this year compared to the same period last year (last year amount estimated).  
 For further information on your consumption, visit My SSE Airtricity, your SSE Airtricity Online Account at sseairtricity.com.

**Meter Readings**  
 Every energy customer has a consumption pattern based on previous usage. All estimates are based on this historical pattern of consumption. If at any stage you are not satisfied with an estimated reading, you can submit an actual meter reading and we will incorporate this into the calculation of your next bill.  
 Your electricity meter was last read on 01/09/2017. You can submit meter readings in a number of ways, including visiting www.sseairtricity.com, calling 1850 40 40 70\*, or using the 'My SSE Airtricity' app.

**22 SSE Airtricity - proud to be Ireland's largest provider of 100% green energy**

SSE Airtricity Fuel Mix Disclosure: January 2016 to December 2016

Electricity supplied has been sourced from the following fuels:	% total	
	Electricity Supplied by SSE Airtricity	Average for All Island Market (for comparison)
Renewable	100.0%	40.09%
Natural Gas	0%	39.66%
Coal	0%	13.76%
Peat	0%	5.35%
EU Fossil	0%	0.00%
Oil	0%	0.00%
Nuclear	0%	0.00%
Other	0%	1.14%
<b>TOTAL</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Environmental Impact - CO<sub>2</sub> Emissions</b>	<b>0 t/MWh</b>	<b>0.367 t/MWh</b>

**We're proud to be Ireland's largest provider of 100% green energy.**  
 In 2016, all of the electricity we supplied to our home and business customers (4.9 TWh\*\*) was from renewable energy sourced by SSE Airtricity, significantly abating almost 2 million tonnes\*\* of harmful CO<sub>2</sub> emissions on the island.

Your specific fuel mix may differ to the fuel mix shown because SSE Airtricity offer green source products. For information on your fuel mix and on the environmental impact of your electricity supply visit www.sseairtricity.com or for further details call 1850 40 40 70\*.  
 \*\*Total TWh supplied to homes and businesses based on Electricity Market Share by MWh published by the Commission for Regulation of Utilities (CRU) in Retail Market Reports for the periods Q1-Q4 2016. \*\* Quoted CO<sub>2</sub> emissions abated based on Average CO<sub>2</sub> Emissions (t/MWh) in 2016 in the All-Ireland Single Electricity Market, and published by the CRU in its Fuel Mix Disclosure and CO<sub>2</sub> Emissions for 2016, October 2017.

**23 Carbon Tax**  
 The Government introduced a Carbon Tax in 2010. This tax is charged on consumption of natural gas and if you are a gas customer this will be shown separately on your bill. This does not apply to electricity bills. For further information on Carbon Tax see revenue.ie.

**Ways to pay and part payments**  
 We like to offer customers a variety of ways to pay their bills. Options available include direct debit, debit/credit card, standing order, bank draft, payzone, paypoint, post office and cheque. Customers can also pay online at sseairtricity.com. Any part payments will be allocated against the overall balance.

**Overdue accounts**  
 We understand there are times when customers have difficulties paying bills. We're here to help and are happy to discuss different options and payment arrangements with you in confidence. Please call us on 1850 40 40 70\* to discuss a suitable payment plan with one of our agents.

**Energy Efficiency Directive**  
 For information on how you can use electricity efficiently, contact the SEAI on 01 8082100 or online at sea.ie

**Refunds**  
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**Public Service Obligation Levy (PSO Levy)**  
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**SSE Airtricity Complaints Process**  
 If you have a complaint, please call our Customer Service team on 1850 40 40 70\*. If your complaint has not been resolved to your satisfaction, you may ask to speak with the Customer Service Supervisor. If you are still not satisfied, you may contact the Commission for Energy Regulation at: Energy Customers Team, Commission for Energy Regulation, P.O. Box 11934, Dublin 24. Tel: 1890 404 404 Email: energycustomers@cer.ie. For further details on our complaints process, see our Code of Practice on Complaint Handling at sseairtricity.com

**Pro Rating**  
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\*Charged at LoCall rate. Rates from landline and mobile companies may vary, so please check with your operator.

All figures and values shown are for illustrative purposes only.