SSE Airtricity

Your bill explained:

The first two pages of your electricity and gas bill is an overall statement on your account.

1 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 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.

Gas meter details

(GPRN)

Gas Point Reference Number

Your GPRN is a unique number that's assigned to your gas meter.

(AC Band)

Annual Consumption Band

A letter is associated with your estimated annual gas usage.
The bands are set out as follows:

A = Less than 6,000 kWh

B = 6,000 kWh to 23,500 kWh

Y = 73,000 kWh to 750 MWh

Z = 750 MWh to 5,500 MWh

Billing Address

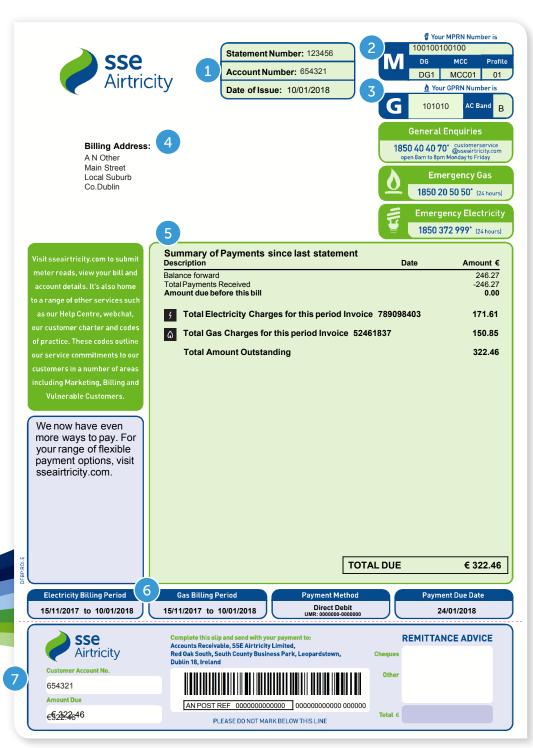
The property that your bill is sent to.

Summary

This is a summary of payments since your last statement. It shows the balance from your last bill (balance forwarded), any recent payments (payments received) and the amount due on the account (if any).

6 Electricity and Gas Billing Period
The dates your bill covers for each
utility.

7 Remittance Advice Detach this to use for non-direct debit payments.



- Payment received Payments received since your last statement.
- **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.



Emergencies:	Electricity 1850 372 999* (24 hours)	Gas 1850 20 50 50* (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: 6337386I	Emergency Contact: ESB Networks, Customer Relation ESB Networks, Sarsfield Road, Wilton, Cork E: esbnetworks@esb.ie Gas Networks Ireland Gasworks Road, Cork

Payment Summary

Payment Description	Date	Amount €
Payment Received	30/11/2017	-246.27

The Government introduced a Carbon Taxin 2010. This tax is charged on consumption of the constraint of the constraint

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.

We understand there are times when customers have difficulties naving 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 seai.ie

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.

Public Service Obligation Levy (PSO Levy)

The public service obligation levy relates to the purchase by ESB of the output of certain peat generated naturalgas and if you are agas customer this will be shown separately on your bill. This desirability of supply, and the output of certain generating states using renewable, described by the interests of security of supply, and the output of certain generating states using renewable, described by the interests of security of supply, and the output of certain generating states using renewable, described by the interests of security of supply, and the output of certain generating states using renewable, described by the interests of security of supply, and the output of certain generating states using renewable, described by the interests of security of supply, and the output of certain generating states using renewable, described by the output of certain generating states using renewable, described by the output of certain generating states using renewable, described by the output of certain generating states using renewable, described by the output of certain generating states using renewable, described by the output of certain generating states using renewable, described by the output of certain generating states using renewable, described by the output of certain generating states using renewable, and the output of certain generating states using renewable, described by the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable, and the output of certain generating states using renewable st

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

Pro Rating
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.

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



Turn over for page 3 of your bill >

The third and fourth pages of your bill are about the electricity charges on your account for the billing period.

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

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

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. 13

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

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(MIC)

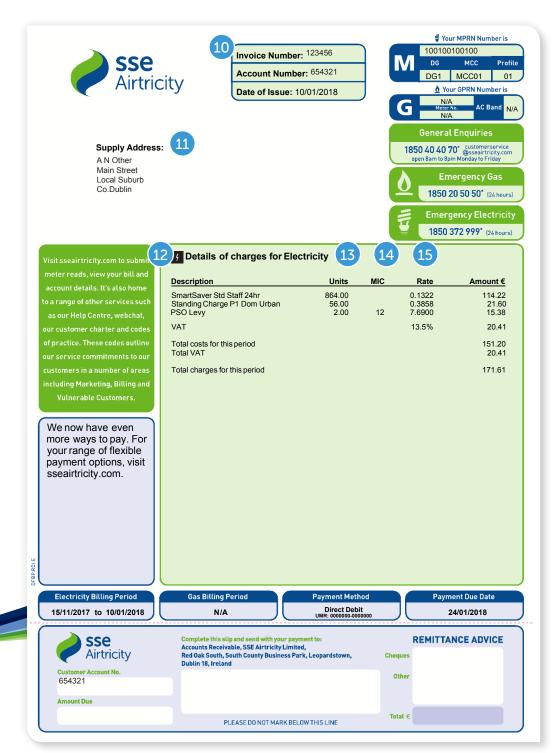
Maximum Import Charge

The MIC is the maximum electrical load your connection can handle.

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Rate

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



- 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).
- Previous Reading
 This is your meter reading from the start of your billing period. Please note this may be an estimate.
- Interim Reading
 Interim reading will be included if we recieved a reading during your billing period.
- Present Reading
 This is your meter reading at the end of your billing period. Please note this may be an estimate.
- Multiplier
 This converts your meter reading into kilowatt (kWh) units.

- 21 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.
 - Fuel Mix
 The fuel mix table the sources from which SSE Airtricity generate our fuels.



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: 6337386I	Emergency Contact: ESB Networks, Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork E: esbnetworks@esb.ie			
	Registered in Ireland: No. 317386 SSE Airtricity				

ristered Office: Red Oak So: ____outh County Business Park |

17 Stered Office: Red Oak St

Park 19 7 20 21

Flectricity Usage Details

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

Description	Meter No	Date	Previous Reading	Date	Interim Reading	Date	Present Reading	Multiplier	Usage
24hr	Z00082147	15/11/2017	43083 (C)			10/01/2018	43947 (E)	1.0	864

(A) Actual Meter Reading

(E) Estimated Meter Reading

(C) Customer Meter Reading

Electricity used this period has increased by 3.7%

Last year 833 kWh (Billing period 15/11/2016 to 10/01/2017).

This year 864 kWh (Billing period 15/11/2017 to 10/01/2018).

Difference in electricity usage is +31 units this year compared to the same period last year.

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 20/03/2017. 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.

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

SSE Airtricity Fuel Mix Disclosure: January 2016 to December 2016					
	% total				
Electricity supplied has been sourced from the following fuels:	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%			
TOTAL	100.00%	100.00%			
Environmental Impact - CO ₂ Emissions	0 t/MWh	0.367 t/MWh			

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 CO2 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

*Total TWn 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 CO2 emissions abates

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 payment

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 sseairticity.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 seai.ie

Refunds

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.

Public Service Obligation Levy (PSO Levy)

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.

SSE Airtricity Complaints Process

If you have a complaint, please call our Customer Service team on 1850 64 64 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, Dublio 24, Tel. 1899 404 404 Emails energy customers (Bereit). For further details on our complaints process, see our Code of Practice on Complaint Handling at

Pro Rating

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.

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



Turn over for page 5 of your bill >

The fifth and sixth pages of your bill are about the gas usage and charges on your account for billing period.

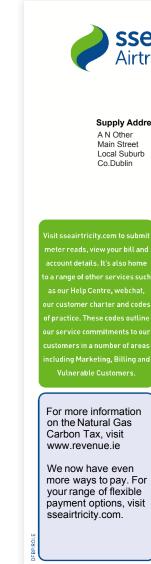


Units are different for different items: Kilowatt hours (kWh) - the unit for Standing charges: Number of days in the billing period Carbon Tax: Kilowatt hours (kWh) - the unit for gas

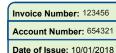


Rate

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



We now have even more ways to pay. For your range of flexible payment options, visit sseairtricity.com.







General Enquiries

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



Emergency Gas 1850 20 50 50* (24 hours)



Emergency Electricity 1850 372 999* (24 hours)

△ Details of charges for Gas	23	24	
Description	Units	Rate (€)	Amount €
SmartSaver Std Staff Gas Standing Charge Carbon Tax	2,725.00 56.00 2,725.00	0.0403 0.2324 0.0037	109.82 13.01 10.08
VAT		13.5%	17.94
Total costs for this period Total VAT Total charges for this period			132.91 17.94 150.85

Electricity Billing Period Gas Billing Period N/A 15/11/2017 to 10/01/2018

Airtricity

Supply Address: A N Other

Main Street

Co.Dublin

Local Suburb

Payment Method Direct Debit

Payment Due Date 24/01/2018

REMITTANCE ADVICE



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

PLEASE DO NOT MARK BELOW THIS LINE

Turn over for page 6 of your bill >

Total €

Gas Usage Details

This section outlines the meter readings used to calculate your bill. You may have more than one reading if the Conversion Factor has changed during your billing period. The meter reading can be provided by Gas Networks Ireland (A), estimated (E) or submitted by the customer (C).

Previous Reading This is your meter reading from the start of your billing period.

Present Reading This is your meter reading at the end of your billing period.

Usage

The amount of gas you used in either cubic meters (m3) or hundreds of cubic feet (hcf).

Conversion factor

This converts your gas usage into kilowatt (kWh) units. This can vary during your billing period depending on where your gas is sourced from.

For more information about your bill get in touch

0818 40 40 70





Contact Us	General Enquiries: 1850 40 40 70°				
Emergencies:	Electricity 1850 372 999* (24 hours) Gas 1850 20 50 50* (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: 6337386I	Emergency Contact: ESB Networks, Customer Relations, ESB Networks, Sarsfield Road, Wilton, Cork E: esbnetworks@esb.ie Gas Networks Ireland Gasworks Road, Cork			
Registered in Ireland: No. 317386 SSF Airtricity Limited					

Registered Office: Red Oak South, South County Business Park, Leopardstown, Dublin 18



Gas Supply Address: A N Other, Main Street, Local Suburb, Co.Dublin

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Meter No	Previous Reading	Date	Present Reading	Date	Usage	Conversion Factor	Gas Used kWh	
1912990	10634 (C)	15/11/2017	10878 (E)	10/01/2018	244 m ³	11.1680	2725	

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

Gas used this period has increased by 18.5%

Last year 2300 kWh (Billing period 15/11/2016 to 10/01/2017). The consumption is estimated for the period used.

This year 2725 kWh (Billing period 15/11/2017 to 10/01/2018).

Difference in gas usage is +425 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

Your gas meter was last read on 15/05/2017. 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.

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