

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.
- 2 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.
- 3 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
- 4 Billing Address**
 The property that your bill is sent to.
- 5 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.

Turn over for page 2 of your bill >



1 Statement Number: 123456

2 Account Number: 654321

3 Date of Issue: 10/01/2018

Your MPRN Number is
100100100100

DG	MCC	Profile
DG1	MCC01	01

Your GPRN Number is
101010

AC Band	B
101010	B

4 Billing Address:
A N Other
Main Street
Local Suburb
Co.Dublin

5 Summary of Payments since last statement

Description	Date	Amount €
Balance forward		246.27
Total Payments Received		-246.27
Amount due before this bill		0.00
⚡ Total Electricity Charges for this period Invoice 789098403		171.61
🔥 Total Gas Charges for this period Invoice 52461837		150.85
Total Amount Outstanding		322.46

TOTAL DUE € 322.46

6 Electricity Billing Period: 15/11/2017 to 10/01/2018

6 Gas Billing Period: 15/11/2017 to 10/01/2018

6 Payment Method: Direct Debit UMR: 0000000-0000000

6 Payment Due Date: 24/01/2018

7 REMITTANCE ADVICE

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

Customer Account No. 654321

Amount Due € 322.46

AN POST REF 0000000000000 000000000000 000000

PLEASE DO NOT MARK BELOW THIS LINE

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)

Visit 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.

Your bill explained:

8 Payment received
Payments received since your last statement.

9 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 >



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

8

Payment Summary

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

9

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 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 40 70* 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 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

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.




Your bill explained:

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

- 10 Invoice Number**
Each bill has a unique number so its easy to identify.
- 11 Supply address**
The property that the electricity is being supplied to.
- 12 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
- 14 (MIC) Maximum Import Charge**
The MIC is the maximum electrical load your connection can handle.
- 15 Rate**
Your rate is your cost per unit for electricity, gas or standing charges.

Turn over for page 4 of your bill >



10 Invoice Number: 123456

Account Number: 654321

Date of Issue: 10/01/2018

Your MPRN Number is
100100100100

DG	MCC	Profile
DG1	MCC01	01

Your GPRN Number is
N/A
Meter No. N/A
AC Band N/A

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)

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

12 Details of charges for Electricity

Description	Units	MIC	Rate	Amount €
SmartSaver Std Staff 24hr	864.00		0.1322	114.22
Standing Charge P1 Dom Urban	56.00		0.3858	21.60
PSO Levy	2.00	12	7.6900	15.38
VAT			13.5%	20.41
Total costs for this period				151.20
Total VAT				20.41
Total charges for this period				171.61

13 Visit 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.

Electricity Billing Period
15/11/2017 to 10/01/2018

Gas Billing Period
N/A

Payment Method
Direct Debit
UMR: 0000000-0000000

Payment Due Date
24/01/2018



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. 654321

Amount Due

PLEASE DO NOT MARK BELOW THIS LINE

Your bill explained:

- 16 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).
- 17 Previous Reading**
This is your meter reading from the start of your billing period. Please note this may be an estimate.
- 18 Interim Reading**
Interim reading will be included if we received a reading during your billing period.
- 19 Present Reading**
This is your meter reading at the end of your billing period. Please note this may be an estimate.
- 20 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.
- 22 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: W: www.sseairtricity.com
SSE Airtricity Limited, Red Oak South, South County Business Park, Leopardstown, Dublin 18, Ireland.
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 Limited
Registered Office: Red Oak South, South County Business Park, Leopardstown, Dublin 18

- 16
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Electricity 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.

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%
TOTAL	100.00%	100.00%
Environmental Impact - CO₂ 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 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 CO₂ emissions abated based on Average CO₂ Emissions (t/MWh) in 2016 in the All-Island Single Electricity Market, and published by the CRU in its Fuel Mix Disclosure and CO₂ Emissions for 2016, October 2017.

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

If your bill balance is a minus figure you may be due a refund. Please contact our Customer Service Team on 1850 40 40 70* 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 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

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 >

All figures and values shown are for illustrative purposes only.

Your bill explained:

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

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

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



Invoice Number: 123456
Account Number: 654321
Date of Issue: 10/01/2018

Your MPRN Number is
M N/A
 DG MCC Profile
 N/A N/A N/A

Your GPRN Number is
G 123456 AC Band B

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)

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

Visit 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, wechat, 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.

For more information on the Natural Gas Carbon Tax, visit www.revenue.ie

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

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

Electricity Billing Period N/A	Gas Billing Period 15/11/2017 to 10/01/2018	Payment Method Direct Debit UMR: 0000000-0000000	Payment Due Date 24/01/2018
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sse Airtricity

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

Customer Account No.

Amount Due

Cheques

Other

Total €

PLEASE DO NOT MARK BELOW THIS LINE

Turn over for page 6 of your bill >

Your bill explained:

25 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).

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

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

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

29 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.



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

25 Gas Usage Details **26** **27** **28** **29**

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

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

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

Gas used this period has increased by 18.5%

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 next bill.
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.

For more information about your bill get in touch

1850 40 40 88[†]

sseairtricity.com

<p>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.</p> <p>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.</p> <p>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.</p> <p>Energy Efficiency Directive For information on how you can use electricity efficiently, contact the SEAI on 01 8082100 or online at sei.ie</p> <p>Refunds If your bill balance is a minus figure you may be due a refund. Please contact our Customer Service Team on 1850 40 40 70* to discuss how you would like this refunded.</p>	<p>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.</p> <p>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</p> <p>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.</p> <p><small>*Charged at LoCall rate. Rates from landline and mobile companies may vary, so please check with your operator.</small></p>
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