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

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

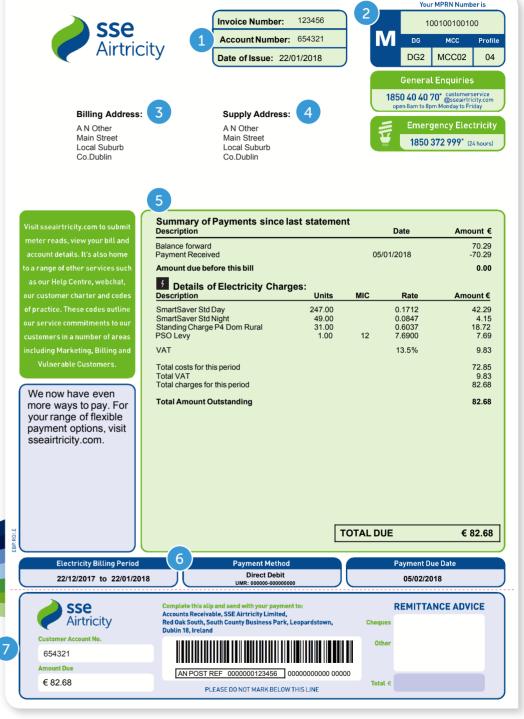
Profile determines what electricity tariff you pay.

Billing Address
The property that your bill is sent to.

Supply address

The property that the electricity is being supplied to.

- 5 Summary
 This is a is a summary of payments since your last statement. It shows the balance from your last bill (balance forwarded), any recent
 - the balance from your last bill (balance forwarded), any recent payments (payments received)and the amount due on the account (if any).
- 6 Electricity Billing Period
 The dates that your bill covers.
- Remittance Advice
 Detach this to use for non-direct debit payments.



Your bill explained:

- **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.
- 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.

Reading Types There are three different reading

> **Actual Meter Readings** are indicated by an (A) - This means ESB Networks have visited your home and read your meter.

Estimated Meter Readings are indicated by an (E) - If we don't receive a reading we estimate your usage based on your past actual readings and average daily usage for this time of year. And finally

Customer Meter Readings are identified by a (C) This is a meter reading submitted by you.

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

For more information about your bill get in touch

1850 40 40 88[†]





Contact Us General Enquiries: 1850 40 40 70° **Emergencies:** Electricity 1850 372 999* (24 hours) Contact: W: www.sseairtricitv.com **Emergency Contact:** SSE Airtricity Limited, E: customerservice@sseairtricity.com ESB Networks, Customer Relations, Red Oak South. VAT Registration No: 6337386 ESB Networks, Sarsfield Road. South County Business Park Wilton, Cork Leopardstown E: esbnetworks@esb ie

Registered in Ireland: No. 317386 SSE Airtricity Limited

(C) Customer Meter Reading

e: Red Oak South, South County Business Park, Le

5 Electricity Usage Details

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

Dublin 18 Ireland

,											
Description	Meter No	Date	Previous Reading	Date	Interim Reading	Date	Present Reading	Multiplier	Usage		
Day	42378336	22/12/2017	17691 (E)	04/01/2018	17817 (A)	22/01/2018	17938 (E)	1.0	247	ı	
Night	42378336	22/12/2017	8899 (E)	04/01/2018	8902 (A)	22/01/2018	8948 (E)	1.0	49	ı	

(E) Estimated Meter Reading Electricity used this period has decreased by 6.0%

(A) Actual Meter Reading

Last year 315 kWh (Billing period 22/12/2016 to 22/01/2017) This year 296 kWh (Billing period 22/12/2017 to 22/01/2018

> Difference in electricity usage is -19 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

Your electricity meter was last read on 01/11/2017. 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

7	SSE AirtricityFuel Mix Disclosure: January 2016 to December 2016						
Γ		% 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%				

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 infor www.sseairtricity.com or for further details call 1850 40 40 70°.

"Your Vibra Junified to homes and husinesses have for Electricity Market Share hu MWn published by the Commission for Regulation."

The Government introduced a Carbon Tax in 2010. This tax is charged on cons 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

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 paving 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 SEAL

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.

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.

If you have a complaint, please call our Customer Service team on 1850 40 40 70*. If your complaint has not been Inyou have a cumplant, lease cast our obscillents evint each of in our and vol. In you complaint as frou fresolved 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, etc. Bost 19134, Dublin 24. Etc. 1890 d/44.4d. Email: energy(sustomers: Generic. For further details on our complaints process, see our Code of Practice on Complaint Handling at

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

