



# Your bill explained:

- 12 Invoice Number**  
Each bill has a unique number so its easy to identify.
- 13 Electricity Usage Details**  
This section outlines the meter readings used to calculate your bill.
- 14 Previous Reading**  
This is your meter reading from the start of your billing period. Please note this may be an estimate.
- 15 Interim Reading**  
Interim reading will be included if we recieved a reading during your billing period.
- 16 Present Reading**  
This is your meter reading at the end of your billing period. Please note this may be an estimate.
- 17 Multiplier**  
This converts your meter reading into kilowatt (kWh) units.
- 18 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.

- 19 Reading Types**  
Units are different for each item:  
  
**Actual Meter Reading (A)** - NIE 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.
- 20 Total Consumption**  
The total consumption for the 12 months preceding your current bill. Accounts set up in the past 12 months will display all consumption since the account opened.
- 21 Fuel Mix**  
The fuel mix table shows the sources from which SSE Airtricity generate our fuels.

Turn over for page 3 of your bill >



**Contact Us**

**General Enquiries: 0345 601 9093**      **Emergencies: 03457 643 643 (24 hours)**

**Contact:** SSE Airtricity Energy Supply (NI) Limited, 3rd floor Millennium House, 17-25 Great Victoria Street, Belfast BT2 7AQ, Northern Ireland

**Emergency Contact:** NIE Networks, 120 Malone Road, Belfast, BT9 5HT

**W:** www.sseairtricity.com  
**E:** customerservice@sseairtricity.com  
**VAT Registration No:** GB553 7696 03

Registered in Northern Ireland: NI041956 SSE Airtricity Energy Supply (Northern Ireland) Ltd.  
Registered Office: 3rd Floor Millennium House, 17-25 Great Victoria Street, Belfast BT2 7AQ, Northern Ireland.

**12 Invoice Number:** 123412345      **Account Number:** 123456      **Date of Issue:** 08/08/2017

**13 Electricity Usage Details**  
Electricity Supply Address: A N Other, Main Street, Belfast

Bill Period	Description	Meter No.	Date	Previous Reading	Date	Interim Reading	Date	Present Reading	Multiplier	Usage
Current	24hr	YE46133	03/07/2017	20420 (C)			02/08/2017	20760 (C)	1.0	340
			(A) Actual Meter Reading	(E) Estimated Meter Reading	(C) Customer Meter Reading					
Total Consumption of all meters used from 03/07/2016 to 03/07/2017 is 5818 kWh										

**21 SSE Airtricity - proud to be Northern Ireland's largest provider of renewable 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	36%	40.1%
Natural Gas	64%	39.7%
Coal	0%	13.8%
Peat	0%	5.4%
EU Fossil	0%	0.0%
Oil	0%	0.0%
Nuclear	0%	0.0%
Other	0%	1.1%
<b>Total</b>	<b>100%</b>	<b>100%</b>
<b>Environmental Impact - CO<sub>2</sub> Emissions</b>	<b>0.277 t/MWh</b>	<b>0.367 t/MWh</b>

For more information on the environmental impact of your electricity supply visit [www.sseairtricity.com](http://www.sseairtricity.com) or call 0345 601 9093.

SSE Airtricity is proud to be Northern Ireland's largest provider of renewable energy. Just over one-third of the electricity we supply to you is generated from green sources such as wind and solar power. In 2016, the green energy sourced by SSE Airtricity powered the equivalent of over 200,000\* homes in Northern Ireland, significantly abating over 250,000 tonnes\* of harmful CO2 emissions. \* 205,414 homes powered calculated as a percentage of renewable electricity supplied (36% out of the total electricity supplied) SSE Airtricity in 2016 (1.8TWh), as published by the Utility Regulator (UR) in its 2016 Retail Market Monitoring Transparency Reports. \*\* 255,626 tonnes of CO2 emissions abated based on SSE Airtricity Environmental Impact compared with Average CO2 Emissions (t/MWh) in the All-Island Single Electricity Market in 2016, and published by UR in its 2016 Fuel Mix Disclosure and CO2 Emissions Report, published October 2017.

# Your bill explained:

**22 Usage comparison**  
This shows you a comparison of the energy usage for two years if you have had an account with us during this period.

**23 Product Details**  
This section outlines your current rate, the standard unit rate, the discount you are receiving and the rate you will move to once your contract ends. This will only appear on accounts in contract.



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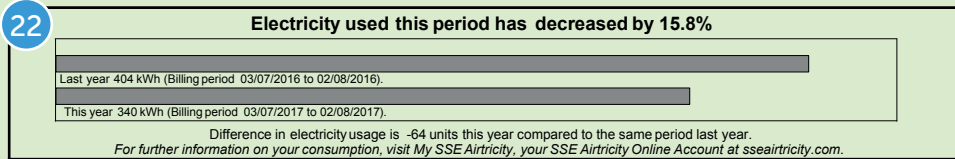
**Contact:** SSE Airtricity Energy Supply (NI) Limited, 3rd floor Millennium House, 17-25 Great Victoria Street, Belfast BT2 7AQ, Northern Ireland

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**Invoice Number:** 123412345      **Account Number:** 123456      **Date of Issue:** 08/08/2017



**Meter Readings**

Every electricity 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 meter was last read on 31/01/2017. If you would like to submit a meter reading, please visit www.sseairtricity.com or call us on 0345 601 9093.

**23 Product Details**

	Your Unit Rate	SSE Airtricity Standard Unit Rate	Your Discount	SmartSaver Std 4% Unit Rate*
<b>Payment / Billing Method</b>	<b>Direct Debit &amp; Post</b>	<b>Non Direct Debit &amp; Post</b>	-	<b>Direct Debit &amp; Post</b>
24hr Unit Rate - Pence/kWh (ex VAT)	12.78	15.04	2.26	14.44

**You will move to the SmartSaver Std 4% Unit Rate on 23/11/2017**

\* Unit rate is discounted off our SSE Airtricity standard unit rate and is based on payment and billing method. This is subject to change.

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# Your bill explained:

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## Useful Information

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



### Contact Us

General Enquiries: 0345 601 9093

Emergencies: 03457 643 643 (24 hours)

#### Contact:

SSE Airtricity Energy Supply (NI) Limited,  
3rd floor Millennium House,  
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Belfast BT2 7AQ, Northern Ireland

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## Useful Information

### Independent advice

If we are unable to resolve your complaint, you may contact the Consumer Council at: Floor 3, Seatem House, 28-32 Alfred Street, Belfast, BT2 8EN. Telephone: 0800 121 6022 Fax: 028 9025 1663 Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk) Website: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk). In certain circumstances where the Consumer Council has been unable to resolve a billing complaint you may refer your complaint to the Utility Regulator. You can utilise the scheme at no cost to yourself and your right to go to court if you deem the solution unsatisfactory is not affected by this procedure.

### Energy Consumer checklist

The Energy Consumer checklist can be accessed from SSE Airtricity's website and if you request it, we will send a copy to you free of charge.

### Energy efficiency advice

For information on how you can use electricity efficiently, contact Bryson Energy on 0800 1422 865 or online at [www.brysonenergy.org](http://www.brysonenergy.org).

### SSE Airtricity Code of Practice on the Provision of Services for Persons who are of Pensionable Age, Disabled or Chronically Sick

We promise to make using electricity as easy as we can, particularly if you are elderly or have a disability and we promise to ensure that the service we provide reflects your individual needs. If you have difficulty reading our bills, literature, making a complaint or communicating with us over the phone, we can make life a little easier by communicating with you in the manner you prefer by offering Braille format bills or dealing with any issues by email. If anybody in your home depends on electrical equipment that is vital for their health it is important that you contact us. We will ensure these details are sent to NIE Networks for inclusion on the industry register. NIE Networks are responsible for maintaining the electricity network and this information will enable them to identify customers who are particularly vulnerable during a power cut or a planned interruption.

### SSE Airtricity Code of Practice on Complaints Handling Procedure

If you have a complaint, please call our Customer Service Team on 0345 601 9093 or at the address at the top of the statement. If you would like to know more about how we respond to complaints, please see our SSE Airtricity Complaints Procedure to obtain a copy of our Code of Practice on Complaints Handling by visiting our "How do I make a complaint" section on [www.sseairtricity.com](http://www.sseairtricity.com).

### Overdue accounts

If you envisage any difficulties with regard to paying your bills, please contact us immediately and in confidence at 0345 601 9093 to organise a suitable arrangement. If you are finding it hard to pay your bill please tell us - we want to help. We have a Code of Practice that sets out the service, advice and assistance we may be able to offer.

### Billing methods

You may request for bills and statements to be sent to you by electronic communication, for example ebilling, or by post. You can request this by contacting our Customer Service Team at [customerservice@sseairtricity.com](mailto:customerservice@sseairtricity.com) or 0345 601 9093, or using our online webchat facility.

### Refunds

If your bill is in credit, you may be due a refund. Please call our Customer Service Team on 0345 601 9093 to discuss this in more detail.

### Moving premises

If you move premise, you must provide us with a meter reading on your last day at the premises and a forwarding address so that we can send you a closing bill. You'll be responsible for all the power used at the premises until you notify us to close your account. Simply call us on 0345 601 9093 with your final meter reading or visit your account at [www.sseairtricity.com](http://www.sseairtricity.com). Information on how to read your meter can be found on our website.

### Non direct debit payment methods

We offer a range of other payment options, including; online at [sseairtricity.com](http://sseairtricity.com), by phone, cheque, through your bank by standing order, online transfer or phone banking.

For more information about your bill get in touch

0345 601 9093<sup>†</sup>

 [sseairtricity.com](http://sseairtricity.com)

