

# **A helpful guide** to understanding your electricity bill

[bordgaisenergy.ie](http://bordgaisenergy.ie)







# A helpful guide to understanding your bill

We understand the energy market is changing faster than ever. As a Bord Gáis Energy customer, we want to make sure you understand your energy bill clearly and that you are comfortable with how it's laid out. This helpful guide will explain the main elements of your bill and also answer some common questions. You can find lots more information on the [Help section](#) of our website.

As Ireland's largest services provider with over 45 years' experience, you can count on us when it comes to your energy.

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Sam Sample,  
Any Street,  
Any Town,  
Any County



**Your plan:** Rural Nightsaver Variable Price Plan

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MPRN: 1000000000

DG	MCC	Profile
DG2	MCC02	04

**Hello, this is your electricity bill**

### Electricity usage

1000/10

Previous 12 months	5,038 kWh
Last 12 months	6,190 kWh



## 13 Nov 2020 to 18 Jan 2021

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	Usage	Rate	Amount
Day Units	893	19.36 c/kWh	€172.88
Night Units	346	9.57 c/kWh	€33.11
Standing Charge	67 Days	67.02 c/day	€44.90
Affinity Deal Discount		-10%	-€20.60
Total Discounts			-€20.60
PSO Levy	2 Months	6.52 €/Month	€13.04
VAT		13.5%	€32.85
Total including VAT			€276.18
Previous bill			€67.62
Payment received			-€242.74
Total			€101.06

Payment of €121.37 will be due on 12 April 2021

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**1** €101.06

There's no need for you to do anything. Your monthly Level Pay Direct Debit will continue to be taken as normal.

€ Rewards

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	Last bill	Current bill	Usage (kWh)
Day	A 42,867	E 43,760	893
Night	A 16,280	E 16,626	346

A - Actual reading taken from your meter  
C - Customer reading which you have provided  
E - Estimated meter reading

 **Other information**

- From 30 May 2021 you will no longer be able to pay your energy bills in AIB branches, you can continue to pay by online banking. See back of bill for other payment methods.

**Emergency ESBN Tel: 1800 372 999**  
See reverse for:  
Fuel mix & CO2 emissions





## 1 **Your Balance**

This box confirms the current balance of your account and the date your next payment is due. If your account is in credit you will notice a minus (-) before the total digits. There will also be confirmation of your payment method in this section.

## 2 **Account number and your plan**

This is your account number and the name of the price plan that you are currently on.

## 3 **Meter number and MPRN**

This is your meter number and MPRN (Meter Point Reference Number). You will need your MPRN when submitting a meter read.

## 4 **Your bill breakdown**

Here you'll find the unit rates for the energy you have used, and the tax and levy charges applied to your bill.

## 5 **Discounts**

If you are availing of any discounts, this is where you will see the description and value of the discounts that have been applied to your bill.

## 6 **Total**

This your bill total including all charges and discounts.

## 7 **Meter reads and consumption**

This is a breakdown of your

electricity for this bill. It will be displayed by showing you how many kWh was used on your meter. We've three main types of readings:

**A** – actual reading taken by ESB Networks

**C** – customer reading you've given us

**E** – estimated reading from ESB Networks

There is more information on meter reads and how to submit your meter read later in this guide.

## 8 **For Level Pay customers only**

Here you'll see the payments that will be deducted from your account by Direct Debit in the coming months, along with the dates when payments will be taken. We carry out regular reviews to make sure your monthly payments are in line with the amount of energy you are using. Any changes to your payments will also be reflected here.



# Payment options

There are a number of different ways that you can pay for your electricity bill:



## Direct Debit

This is the easiest and most convenient way to pay your bill. Your bank account will be debited 14 days after your bill issue date for the total amount due on your bill. If you would like to sign up for Direct Debit, you can do this in your online account.



## Pay online

If you have an online account, you can sign in and easily make a payment on your bill. You'll also be given the option to save your card details for future payments. If you don't have an online account, you can either register [here](#) or use our Pay Now option to make a payment instantly. Visit [bordgaisenergy.ie/home/paynow](https://www.bordgaisenergy.ie/home/paynow) for more information.



## 24-hour telephone payment service

You can call our payment service on 01 611 01 06 to pay with your bank debit or credit card. Please have your account number ready. Your account number can be found on your electricity bill.



## Other payment options

You can also make a payment at Payzone or PostPoint retail outlets, or at any Post Office.



# Concerns about paying your energy bill?

If you're concerned about paying your bill, please get in touch with us straight away. We can help. We've a range of flexible options for you.

## Moving to Level Pay

Level Pay can help you spread the cost of your bill over the year. We'll take the electricity usage of your home over the last 12 months and apply our current prices to calculate your annual bill. We then simply divide by 12 to create monthly payments. If you would like to sign up to Level Pay, you can fill in our online form [here](#).

## Installing a Pay As You Go (PAYG) meter

A PAYG meter allows you to pay for your electricity as you use it. You won't receive a bill from us, so it's a simple way to pay for your energy. It helps you to budget for your energy use, and you can see how much energy you use on a daily basis. We'll send you a regular statement so you can keep an eye on how much you've used. We have a limited number of PAYG meters that we give out to our customers who are facing financial difficulty.

## Setting up a payment plan

We know everyone's circumstances are different. If you're still concerned about your energy costs, please contact us to talk about other payment plans that might work better for you.

## Other options

If you receive Social Welfare payments, you can spread the cost of your energy bills by paying regular amounts towards your bills. The money is then deducted from your weekly Social Welfare payment through [An Post's Household Budget scheme](#). Contact An Post for more information.

Customers can also contact the Money Advice and Budgeting Service (MABS), who provide information and assist customers with putting budget plans in place. MABS is a national, free, independent, confidential, and non-judgmental service for people in debt or at risk of getting into debt. The MABS helpline service is 0818 07 2000 and is open Monday to Friday 9am to 8pm.





# Your Online Account Management

Did you know you can manage your electricity account online?

You can sign in [here](#) or register [here](#). All you need is your account number and MPRN to get started. You can find both of these numbers on your bill.

Once your online account is set up, you can:



Make a payment online



Check your next bill due date



View and download your bills



Check your electricity usage



Check your account balance



Register for paperless billing



Submit a meter reading



Create or change your Direct Debit



If your meter has not been read directly by ESB Networks in more than twelve months, you will need to submit your meter reading to ESB Networks directly. There is more information on this later in the guide.







# Meter readings

## Q. How do I read my meter?

**A.** Submitting meter readings will ensure accuracy of your bills and can help save you money. If you're unsure on how to read your meter, we've a number of helpful videos and a detailed step-by-step guide that you can find [here](#).

## Q. How do I submit a meter reading?

**A.** The best way to submit a meter reading is through ESB Networks. You can do this directly online [here](#), by texting 087 9609223, or by calling 1800 33 77 77. You'll need to have your MPRN, which can be found on your bill.

## Q. When should I submit a meter reading?

**A.** Within 5 days of your next bill issue date is a good time to submit a read. If the read is submitted during this time and is accepted by ESB Networks, it will be used on your next bill. If you have submitted a read outside of this time, this may not be used on your next bill. Every meter reading helps make your future bills more accurate.

To check your next bill issue date, you can sign in to your [online account](#) and select the account you wish to view.





# Frequently Asked Questions

**Q. How will I know if my contract is ending?**

**A.** We'll send you a letter or an email notifying you that your contract is coming to an end and what you can do next. This will be sent to you at least 30 days before the end of your contract.

**Q. How can I find out what discounts I am on?**

**A.** You can find out what discounts you are on, if applicable, by viewing the 'bill breakdown' section of your bill, which we have discussed on pg.5.

**Q. When is my next bill due?**

**A.** Your next bill will be in two months' time. You can see your exact billing date by checking your online account.

**Q. How will the price change be shown on my bill?**

**A.** Bills will be split between consumption, before and after the price change:

- Up to 14 April 2022 at the previous rates and consumption
- From 15 April 2022 at the new rates

If your bill is more than one page in length, this may show on your first and second pages.







[bordgaisenergy.ie/  
home/help](https://www.bordgaisenergy.ie/home/help)

