

A helpful guide to understanding your gas bill

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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Your Gas bill explained



Sam Sample,
Any Street,
Any Town,
Any County

17 April 2023

Hello, this is your natural gas bill

Gas usage

01 February 2023 to 31 March 2023

Your usage compared to last year



Your bill breakdown

01 February 2023 to 31 March 2023

Gas

	Amount
4 Standing Charge 0.234 for 62 days	€14.51
Unit Rate 0.0495 for 433 kWh	€21.43
Carbon Tax 0.00877 for 433 kWh	€3.78
Affinity Deal Discount 10% 14 March 2023 to 13 March 2024	€3.97
5 Discount - Paperless Billing 3%	€1.19
Discount - Level Pay 2%	€0.79
Total Discounts	€5.95
VAT @ 9%	€3.04
Total Including VAT	€36.81
Previous bill	€108.35
Payment received	€39.68
6 Total	€105.48
Payment of €35.41 will be due on 15 April 2023	
Payment of €35.41 will be due on 15 May 2023	8
Payment of €35.41 will be due on 15 June 2023	

2 Account number: 1234567890

Your plan: Standard Price Plan

Contract end date: 26 October 2023

Meter number: EDS000000000000

3 GPRN: 1234567
AC Band: B

1 Outstanding Balance
€105.48

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

Important information

Your meter reads & consumption

Last bill	Current bill	Units	Conversion factor	Gas used (kWh)
A3,690	A3,728	38 m ³	11.4013	433

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.

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One Warrington Place, Dublin 2
VAT Number: IE 3234061GH

Emergencies GNI Tel: 1800 20 50 50



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, plan name and contract end date**

This is your account number and the name of the price plan that you are currently on. You'll also see your contract end date here. If you're not currently in contract with us, you won't see this line on your bill.

3 **GPRN**

Your GPRN (gas point registration number) is unique to your home and never changes. This is a handy number to have if you ever need to contact us directly.

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. You'll also see when your discount starts and ends.

6 **Total**

This your bill total including all charges and discounts.

7 **Meter reads and consumption**

This is a breakdown of your gas 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 Gas Networks Ireland

C – customer reading you've given us

E – estimated reading from Gas Networks Ireland

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 gas 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 gas 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 gas 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. [Click here to sign up to Level Pay.](#)

Installing a Pay As You Go (PAYG) meter

A PAYG meter allows you to pay for your gas 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 GPRN 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 gas 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 Gas Networks Ireland in more than twelve months, you will need to submit your meter reading to Gas Networks Ireland 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 how to read your meter, see our [helpful guide](#).

Q. How do I submit a meter reading?

A. You can call Gas Networks Ireland on 1800 42 77 32 or submit a reading online [here](#). You'll need your GPRN which can be found on your bill. You can also submit meter readings through your online account.

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 Gas Networks Ireland, 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. You can see your contract end date on the top-right corner of your bill. We'll also send you a letter or 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.





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

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