

Explaining your bill

Intro:

Let me take you through your bill. If you've got it handy, great. If not, you'll maybe want to press PAUSE for a moment while you get it.

Front page:

Okay, let's take a look at the front first. This is your personal account number. You should use it whenever you need to contact us about anything.

Underneath, you'll find a summary of your bill. This is made up of your energy charges, any discounts and VAT.

'Your total amount due' shows you your balance at the date of the bill.

You'll find the date your bill was issued and the name of your energy package here.

Next, we show you how to get in touch with us whether it's by phone, post or email.

Underneath that is your electricity supply number or MPAN. This number is unique to your property and only applies to your electricity. If you get your gas from us, you'll find your unique meter point reference number on the back of your bill, below your energy consumption graph.

Back page:

Over to the back... where you'll see your account details. This section provides a history of your account balance before this bill. It shows the balance of your last bill and the amounts and dates of any payments you've made since then.

Underneath, we show you how your bill has been worked out. We start with your meter readings at the beginning and end of the bill period. (A) means an actual meter reading. (E) is for an estimated one. And (C) shows that the reading has been supplied by you – the customer.

You might see a number of different rates on your bill. These will depend on the energy package you're on and what type of meter you have. If you have an economy 7 or white meter, for example, you'll see a Low or Night rate and Normal or Day rate and be billed at these different rates for the energy you use at different times of the day.

We'll show the number of units of energy used during the billing period against each rate.

Depending on the energy package you're on, you might also have standing charges to pay, which are applied on a daily basis.

To calculate your energy charges, we multiply the daily standing charge (if you have one) by the number of days covered by the bill. We then multiply the

number of units used by the appropriate unit price. The individual energy charges are then added together to show your total energy charge.

If you're eligible for any discounts, for example because you're an online customer, get both your gas and electricity from ScottishPower or simply pay your bills promptly, these amounts will appear beneath your energy charges and be credited against your total energy bill.

VAT is the last bit of the calculation. Once that has been added, we arrive at the total amount shown here under 'your total now due is'.

Consumption graph:

Okay, we're nearly there. Back of your bill. Bottom of the page. These are your energy consumption charts and they show you how much gas and electricity you've used during this bill period compared to the same time last year.

Useful information:

All that leaves room for is some other useful information about our service.

Ending:

We hope that's useful. If you have any more questions, please consult our virtual assistant 'Katie'.