

Video Help Guide Script – Explaining Your Bill

Hello and welcome to this guide to your bill. If you have your bill to hand great. If not, maybe you'd like to get your most recent copy.

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Okay, let's take a look at the front first.

These are our contact details. If you have a query you can call us or use the 'Contact us' section of our website.

This is your personal account number. You should use it whenever you need to contact us about anything.

If you have an emergency relating to your gas, such as a gas leak, or your electricity supply, the numbers you need to call are shown here.

Moving down, the next section provides you with a summary of your energy bill. This tells you:

- the period this bill covers
- the energy package you are on
- whether your bill has been calculated using actual or estimated readings.

The 'Last period' box shows the balance of your last bill and any payments you have made since then.

The 'This period' box summarises the calculation of both the charges for this bill period and your updated account balance.

Your energy charges for the period being billed are shown here. We then deduct any applicable discounts and add VAT to give the 'Total' amount for the billing period. This 'Total' is then added to your previous balance. This then gives you your new account balance.

The 'Next steps' box shows any actions that you may be required to take. For example, if we've estimated your bill you may wish to provide a meter reading to help us bring your account up to date, we'll also remind you of any change to the payment amount.

At the bottom of the front page you'll see your energy consumption charts. This shows how much gas and electricity you've used during this bill period compared to the same period last year.

In the bottom right hand corner is your electricity supply number or MPAN. This number is unique to your property and only applies to your electricity. If you are a gas customer with us, you'll find your unique meter point reference number in the 'Energy charges this period' section of your bill.

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Moving to the next page you'll find a more detailed breakdown of how your energy charges have been calculated.

We start with your meter readings at the beginning and end of the bill period. We use these readings to work out the amount of energy you've used in Kilowatt hours. If you're a gas customer, you can see how we've calculated your gas units into Kilowatt hours by referring to the "Calculating your gas charges" section here.

The Kilowatt hours are then multiplied against the unit price for your individual package to calculate your consumption charges.

If you have a package with standing charges these will also be displayed here. This is calculated by multiplying the daily rate by the number of days covered by the bill. You may 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. For example, if you have an Economy 7 meter, you will see a Night rate and a Day rate, reflecting energy used at different times of the day. We'll show the number of units of energy used against each rate.

Moving down to the bottom of the page you can see a pie chart. This shows the different costs that make up your energy bill as well as the price of energy.

If your gas and/or electricity has been supplied by ScottishPower for 12 months or more you will see a summary of how much energy you've used in the last 12 months. There is also an estimate of your costs over the next 12 months based on your current prices and previous energy use.

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At the end of the bill you can read about other important information such as who to contact in an emergency, what to do if you are moving home and various options for customers with special needs.

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