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Your gas statement



airtricitygasni.com

0345 900 5253

8.30am - 7pm, Mon - Thurs, 8.30am - 4.30pm, Fri.

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Your customer reference number XXXXXX-0

Please quote this number when you contact us

2

SMP Reference Number XXXXXX

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Statement Date: 03 March 2018

Bill period: 20 Feb 2017 to 23 Feb 2018

Bill type: Actual Bill

Reprinted on: 26 March 2018

Supply Address: XXXXXX XXXXXX XXXXXX
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→ You are on our Home Energy Tariff

Current Unit Rate

First 2000 kWh at 5.186p per kWh

Over 2000 kWh at 3.554p per kWh

*Note: Consumption bands are applicable over 365 days and pro-rated to the length of each billing period.

Your account summary

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Balance brought forward £822.54 CR

Payments Received

Month	Value	Month	Value
01 Mar 17	£56.00	01 Oct 17	£58.00
01 Apr 17	£58.00	01 Nov 17	£58.00
01 May 17	£58.00	01 Dec 17	£58.00
01 Jun 17	£58.00	01 Jan 18	£58.00
01 Jul 17	£58.00	01 Feb 18	£58.00
01 Aug 17	£58.00	01 Mar 18	£58.00
01 Sep 17	£58.00		

This statement summary

See over for detail →

Gas used this period ex VAT £788.66

Direct Debit Discount -£21.17

Total before VAT £767.49

VAT @ 5% £38.37

Total for this period £805.86

Your account balance £16.68 CR

Action Required

You can request a refund if there have been any overpayments or you can carry this over into the following year's payments.

Your next scheduled payment of £58.00 is due to be collected by Direct Debit on 01 April 2018.

Your Direct Debit will now be reviewed and it will include the account balance if it is not refunded. We will notify you of any changes.

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Tariff Options

Thank you for choosing SSE Airtricity. We may offer other tariff options so please check our website www.airtricitygasni.com or speak to one of our advisors on 0345 900 5253 to find out if you are on the best deal for you. You may also change your gas supplier. Impartial advice and information about tariffs and switching can be found at www.consumerCouncil.org.uk or by phoning 0800 121 6022.

1	Unique Customer Reference number
2	SMP - Stands for supply meter point. This is the unique number which relates to the gas supply at the property
3	Date of Issue - The date your bill was issued
4	Billing Period - The first and last date of the current billing period
5	The tariff - is what we charge per unit of gas
6	VAT - charged at the appropriate rate
7	Total Charge - for the period covered by this bill
8	Payments received (Since the last bill)
9	Brought forward balance from previous bill
10	Tariff Options - advice on tariff options offered by us

Ways to contact us

Online: airtricitygasni.com
Email: info@airtricitygasni.com
By phone: 0345 900 5253
Minicom service: 028 90 230 121
By post: SSE Airtricity Gas Supply (NI) Ltd
3rd Floor Millennium House,
19-25 Great Victoria Street,
Belfast, BT2 7AQ

Providing a Meter Reading

By email: info@airtricitygasni.com
By phone: 028 9033 9031 or
0345 900 5253
Website: airtricitygasni.com

Information on how to read your meter can be found on the back of our No Access Meter Reading cards.

Alternative statement formats

We can supply your statement in Braille, large print or audio format. Please call us if you require this service.

Smell gas or think you have a gas leak?

Turn off the supply at the meter/emergency control and immediately contact us on **0800 002 001** (24hr freephone), or minicom emergency line **0800 731 4710**.

Energy Consumer Checklist

The Energy Consumer Checklist can be provided free of charge upon request, or obtained from our website.

Energy care

If you are over 60, disabled or chronically sick, you can join our voluntary and confidential Energy Care register. Call us for more information.

Payment difficulties

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 you. Failure to pay could lead to disconnection and charges to have your gas supply reconnected.

Energy efficiency

For information on how you can use gas efficiently, contact Bryson Energy on 0800 14 22 865 or online at www.brysonenergy.org.

Codes of Practice

In line with our supply licence, we have Codes of Practice approved by the Regulator which set out commitments to you as a customer in relation to levels of service such as complaint handling. Our Codes of Practice can be found online at www.airtricitygasni.com or you may contact our Customer Service Department on 0345 900 5253 if you would like to receive a copy.

Gas Notice of Rights

Please contact us to request a copy. Alternatively, go to www.airtricitygasni.com.

Our service

If you are unhappy with our service please email us at info@airtricitygasni.com or call **0345 900 5253**.

If you are not satisfied with our response, you can write to:

Customer Service Manager
SSE Airtricity Gas Supply (NI) Limited
3rd Floor Millennium House,
19-25 Great Victoria Street, Belfast, BT2 7AQ

If your complaint remains unresolved the Consumer Council may be able to help. Any customer can utilise this scheme at no cost to themselves. Their address is:

Floor 3, Seatern House,
28-32 Alfred Street, Belfast, BT2 8EN
T: 0800 121 6022
E: contact@consumercouncil.org.uk
W: www.consumercouncil.org.uk

In certain circumstances where the Consumer Council for Northern Ireland has been unable to resolve a billing complaint you may refer your complaint to the Utility Regulator.

An individual has the right to go to court if they deem the solution offered unsatisfactory. An individual's choice to go through the legal system is not effected by this procedure.

Electronic Communication

You may request for bills and statements to be sent to you by electronic communication or by post. You can request this by contacting our customer service department at info@airtricitygasni.com or 0345 900 5253.

Your charges in detail

SMP Reference Number XXXXXX

Meter Number 00057705

Previous reading	33462	20 Feb 17 - actual
Current reading	35384	22 Feb 18 - actual
Gas used (m ³)	1922 m ³	
Gas used (kWh)	21468 (kWh) over 368 days	
20 Feb 17 - 30 Mar 17 (38 days)	First 214 kWh at 4.82p	£10.31
	Next 2567 kWh at 3.303p	£84.79
31 Mar 17 - 23 Feb 18 (329 days)	First 1803 kWh at 5.186p	£93.50
	Next 16884 kWh at 3.554p	£600.06
Total for gas used this period		£788.66

Consumption History

We estimate that you have used 21111 kWh of gas between 24 Feb 17 and 23 Feb 18.

Your Consumption History is calculated using the meter reads from the previous 12 months and determining the 365 days equivalent.

Consumption Comparison

This bill period you used 21468 kWh between 20 Feb 17 and 23 Feb 18. For the same period last year you used 19944 kWh between 20 Feb 16 and 23 Feb 17.

Your consumption increased by 8% compared to the same period last year.

Your Consumption Comparison displays the quantity of gas in kWh you have used for this period compared to the same period last year.

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To convert gas used to kilowatt hours, we multiply it by the **Energy Conversion Factor of 11.17**. The Energy Conversion Factor is the number of kilowatt hours (kWh) in each cubic metre of gas (m³) supplied.

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11	Meter Serial Number - The meter number is unique to the physical meter. If your meter is replaced the meter number will change.
12	Units – The figure represents the number of units in cubic meters (m ³) – i.e the difference between your previous reading and current reading
13	kWh – The figure in kilowatt hours for which you are being billed
14	The total cost of units used
15	Consumption History – gives an historical review of your consumption
16	Consumption Comparison – the amount of gas used this year in comparison to the amount of gas used last year
17	Energy Factor - the number of kilowatt hours (kWh) in each cubic metre of gas supplied to you. This will vary as it is based on a daily average.
18	Consumption Band - there are 2 applicable tariff rates; <ul style="list-style-type: none"> • Usage up to 2,000 kWh • Usage above 2,000 kWh. Any additional gas consumed during the billing period will be charged at the lower rate.
19	Meter Readings - Your present and previous meter readings are shown. There are three main types: <ul style="list-style-type: none"> • A – An actual meter reading • C – A reading you have given us • E – An estimated meter reading