



airtricitygasni.com  
0345 900 5253

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

XXXXXX XXXXXX  
XXXXXX  
XXXXXX  
XXXXXX  
XXXXXX  
XXXXXX

1

Your customer reference number XXXXXX-2

Please quote this number when you contact us

2

SMP Reference Number XXXXXX

4

Bill Date: 16 March 2018

Bill period: 14 Nov 2017 to 05 Mar 2018

Bill type: Actual Bill

Reprinted on: 26 March 2018

Tax Point: 15 March 2018

Supply Address: XXXXXX XXXXXX XXXXXX

3

→ 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.

5

Your account summary

Balance brought forward £176.94 CR

This bill summary

See over for detail →

Gas used this period ex VAT £280.24

VAT @ 5% £14.01

Total for this period £294.25

**Total due now £117.31**

Please pay £117.31

6

7

8

## Your gas bill

### Tariff Options

Thank you for choosing SSE Airtricity. We may offer other tariff options so please check our website [www.airtricitygasni.com](http://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](http://www.consumerCouncil.org.uk) or by phoning 0800 121 6022.



Enjoy peace of mind and save money with Direct Debit, where you can avail of a discount of up to £22.05 per annum.

### Other ways to pay

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#### Online

Pay online instantly with your debit card at [airtricitygasni.com](http://airtricitygasni.com)

#### At a bank

Use this payment slip. Some banks may charge for this. Danske Bank will accept your payment free of charge.

#### By post

Send your cheque (payable to SSE Airtricity Gas Supply (NI) Limited), with this payment slip to:

**SSE Airtricity Gas Supply (NI) Limited,  
P.O. Box 789, Belfast BT3 9WA.**

Write your customer reference number (XXXXXX-2) on the back of the cheque.

Please do not send cash by post.

#### Over the phone

Call 0345 900 5253 and have your debit card details to hand.

#### Energy saver card

Use your energy saver card to make payments towards your next bill. To get an energy saver card call us on 0345 900 5253.

1	<b>Unique Customer Reference number</b>
2	<b>SMP</b> - Stands for supply meter point. This is the unique number which relates to the gas supply at the property,
3	<b>Date of Issue</b> - The date your bill was issued.
4	<b>Billing Period</b> - The first and last date of the current billing period
5	<b>The tariff</b> - is what we charge per unit of gas
6	<b>VAT</b> - charged at the appropriate rate
7	<b>Total Charge</b> - for the period covered by this bill
8	<b>Total Amount</b> - If you pay by cash or variable direct debit, this is the amount due to be paid 14 days from the date on the bill.
9	<b>Payment methods</b> – how to pay your bill

## Ways to contact us

**Online:** [airtricitygasni.com](http://airtricitygasni.com)  
**Email:** [info@airtricitygasni.com](mailto: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](mailto:info@airtricitygasni.com)  
**By phone:** 028 9033 9031 or  
 0345 900 5253  
**Website:** [airtricitygasni.com](http://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](http://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](http://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](http://www.airtricitygasni.com).

### Our service

If you are unhappy with our service please email us at [info@airtricitygasni.com](mailto: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, Seatem House,  
 28-32 Alfred Street, Belfast, BT2 8EN  
 T: 0800 121 6022  
 E: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)  
 W: [www.consumercouncil.org.uk](http://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 affected 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](mailto:info@airtricitygasni.com) or 0345 900 5253.

## Your charges in detail

SMP Reference Number XXXX

Meter Number 00006565

Previous reading	28576	14 Nov 17 - actual	18
Current reading	29242	05 Mar 18 - actual	18
Gas used (m <sup>3</sup> )	666 m <sup>3</sup>		
Gas used (kWh)	7606 (kWh) over 112 days		
14 Nov 17 - 05 Mar 18	First 608 kWh at 5.186p		17
(111 days)	Next 6998 kWh at 3.554p		17
<b>Total for gas used this period</b>			<b>£280.24</b>

→ To convert gas used to kilowatt hours, we multiply it by the Energy Conversion Factor of 11.42. The Energy Conversion Factor is the number of kilowatt hours (kWh) in each cubic metre of gas (m<sup>3</sup>) supplied.

### Consumption History

We estimate that you have used 12613 kWh of gas between 06 Mar 17 and 05 Mar 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 7606 kWh between 14 Nov 17 and 05 Mar 18. For the same period last year you used 7577 kWh between 14 Nov 16 and 05 Mar 17.

Your consumption increased by 0% 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.



Payment Slip

bank giro credit

SSE Airtricity Gas Supply (NI) LTD 0345 900 5253

Cashiers Stamp and Initials

18

Customer reference number

XXXX XX-2

Credit account number

11289071

Amount Due

£ 117.31



9826 1276 XXXX XX00

Sorting Code Number

95-01-21

Danske Bank  
 H.O. Collection account  
 SSE AIRTRICITY GAS SUPPLY (NI) LTD

CASH

Transaction Code

78

CHEQUE

£

Signature

Date

Please do not fold this counterfoil or mark or write below this line

<XXXXXXXX2< 950121+ 11289071< 78 X

10	<b>Meter Serial Number</b> - The meter number is unique to the physical meter. If your meter is replaced the meter number will change.
11	<b>Units</b> – The figure represents the number of units in cubic meters (m <sup>3</sup> ) – i.e the difference between your previous reading and current reading
12	<b>kWh</b> – The figure in kilowatt hours for which you are being billed
13	<b>The total cost of units used</b>
14	<b>Consumption History</b> – An historic account of your gas consumption
15	<b>Consumption Comparison</b> – the amount of gas used this year in comparison to the amount of gas used last year
16	<b>Energy Factor</b> - 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.
17	<p><b>Consumption Band - there are 2 applicable tariff rates;</b></p> <ul style="list-style-type: none"> <li>• Usage up to 2,000 kWh</li> <li>• Usage above 2,000 kWh.</li> </ul> <p>Any additional gas consumed during the billing period will be charged at the lower rate.</p>
18	<b>Bank Giro</b> - for you to pay your gas bill, free of charge, at any Danske Bank branch or directly to us
19	<p><b>Meter Readings - Your present and previous meter readings are shown.</b></p> <p>There are three main types:</p> <ul style="list-style-type: none"> <li>• A – An Actual Meter Reading</li> <li>• C – A reading you have given us</li> <li>• E – A system generated Estimate</li> </ul>