energia

MPRN	10301866937	
DG	MCC	PROFILE
DG1	MCC02	02

EMERGENCY ELECTRICITY
1800 372 999

Mrs Bilu Jose
Malahide Road
Clarev 7 Doonbeg House, Clarevillage
Apartments
dublin17
DB
D17 V293

Premises Supplied:
Apt 7, DOONBEG HOUSE, DUBLIN 17, D17 V293

Invoice No.	25558189
Account Number	4552492474
Tariff	Electricity
Billing Period	11/10/2021 - 08/12/2021
Date of this Bill	8 December 2021
Payment Due Date	22 December 2021

Your bill summary

	Balance at previous bill	€154.67	CR = Credit
	Payment(s) received up to 26 October 2021	€154.67 CR	
A	**Account balance before this bill**	**€0.00**	
B	**Transactions for this period**	**€278.42**	
C	**New account balance (A+B)**	**€278.42**	**Amount due**

Payment Information
Thank you for paying by Direct Debit. Due to global energy market conditions, unit rates and standing charges will increase by 19% on electricity and 20% on gas effective from 18th October 2021. For further details see energia.ie

Average daily use (units)

This period [redacted] 9.1 16.0 [redacted]

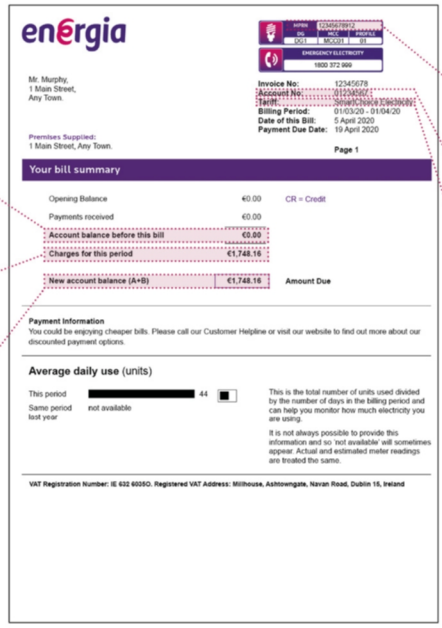
Same period last year not available

This is the total number of units used divided by the number of days in the billing period and can help you monitor how much electricity you are using.

It is not always possible to provide this information and so 'not available' will sometimes appear. Actual and estimated meter readings are treated the same.

Understanding your electricity bill

Bill page 1



ACCOUNT BALANCE
The balance on your account prior to the issue of this bill.

CHARGES FOR THIS PERIOD
Your electricity charges for this billing period. These are broken down on page two of the bill.

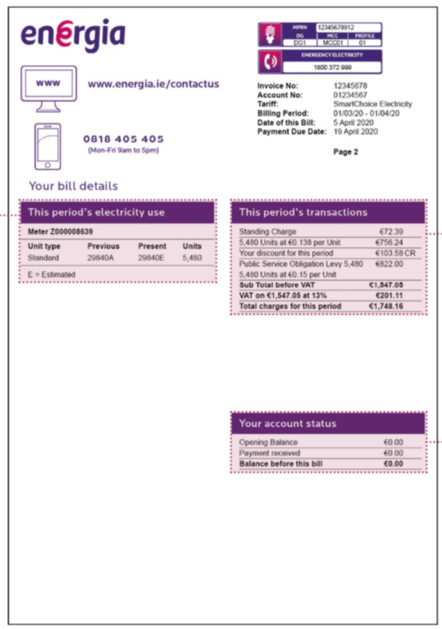
NEW ACCOUNT BALANCE
Your new account balance including this bill.

MPRN
The MPRN is a unique number for the electricity supply at your address. You may be asked for this if you contact customer service.

ACCOUNT NUMBER
Your Energia customer account number.

TARIFF
Your tariff is the price package you signed up for.

Bill page 2



THIS PERIOD'S ELECTRICITY USE
Here you will see your meter readings. If the meter was not read by ESB Networks, you will either see the letter E here which means Estimated Bill, or CU for Customer Read, if you have submitted a meter reading yourself.

E = Estimated meter read.

A = Actual meter read.

THIS PERIOD'S TRANSACTIONS
This shows the breakdown of units you've used in this billing period.

YOUR ACCOUNT STATUS
This lists recent payments received and the balance of your account prior to this bill.

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www.energia.ie/contactus

0818 405 405
(9am to 5pm, Mon - Fri)

MPRN	10301866937	
DG	MCC	PROFILE
DG1	MCC02	02

EMERGENCY ELECTRICITY
1800 372 999

Invoice No.	25558189
Account Number	4552492474
Tariff	Electricity
Billing Period	11/10/2021 - 08/12/2021
Date of this Bill	8 December 2021
Payment Due Date	22 December 2021

Your bill details

This period's electricity use

Meter 44232629

Unit type	Previous	Present	Units
Day	31578 CU	32107 CU	529
Night	61571 CU	62500 CU	929

CU = Customer's own reading

This period's transactions

Standing Charge 6 days at €0.62 per day	€3.72
Standing Charge 52 days at €0.74 per day	€38.48
Day 55 Units at €0.2589 per Unit	€14.24
Day 474 Units at €0.3081 per Unit	€146.04
Night 96 Units at €0.1242 per Unit	€11.92
Night 833 Units at €0.1478 per Unit	€123.12
Your discount for this period	€100.41CR
Public Service Obligation Levy- 58 days at €0.1413699 per day	€8.20
Sub Total before VAT	**€245.31**
VAT on €245.31 at 13.5%	€33.11
B **Total transactions for this period**	**€278.42**

Your account status

Balance at last bill		€154.67
Payment received on	26 Oct 2021	€154.67CR
A **Balance before this bill**		**€0.00**

CONTACT US

If you have any query regarding your bill, please get in touch with our Customer Service Team from 9am-5pm, Monday to Friday.

Web: www.energia.ie/contactus
Tel: 0818 405 405
Post: PO Box 12380, Dublin 2.

PAYING YOUR BILL

Payment is normally by direct debit and will be collected from your account on the Payment Due Date specified on your bill, which is 14 days after the bill is issued. If you need to update your bank account details, please contact our Customer Service Team on **0818 405 405**.

Our online payment service, fastpay.energia.ie, allows you to make payments to your account using a debit or credit card, which are then credited off your next bill.

Note: If you are a direct debit customer, Fastpay allows for advance payment only. Please do not use to pay a bill that has already been issued as the direct debit will lift the full bill amount.

If you are having difficulty paying your bill on time, please contact us at **0818 405 405** as soon as possible so we can work out an alternative payment arrangement.

If you have a credit balance upon leaving Energia, your credit will be refunded within 30 days. If you have not received this within 30 days please call our Customer Service on **0818 405 405.**

Estimated Annual Bill
This calculation is based on the typical annual spend of a family in a three bedroomed house (based on urban domestic consumption of 4,200kWh Electricity per annum). For day/night and nightstorage meters it's 50% Day and 50% Night, this is as per Price Comparison Websites. For SMART meters Day Off Peak is 64%, Night Off Peak is 23% & Peak is 13%.

If you require advice regarding money or budgeting, please contact the Money Advice & Budgeting Service at **www.mabs.ie**

SUBMIT A METER READING

Improve the accuracy of your bills and manage your costs by regularly submitting your meter readings, unless you have a SMART meter that is remotely read. Instructions on how to read your meter can be found on our website. Please have your bill with you for reference when you submit your reading:

Web: www.energia.ie/meter-read
Tel: 0818 405 405

MOVING HOUSE

If you are moving house you must contact us and supply a final meter read and a forwarding address. This will help ensure that you receive an accurate final bill once you have left the address. If you can't provide an up to date reading we will estimate your usage for your final bill.

CUSTOMER COMPLAINTS

We are committed to providing our customers with the highest standard of service. If however you have a complaint, please contact our Customer Service Team. Our Code of Practice for handling customer complaints is available on our website at **www.energia.ie/cop**

If having completed the complaints process with us you are not satisfied, you may refer your complaint to the Commission for Regulation of Utilities (CRU):

Customer Care Team
Commission for Regulation of Utilities
The Grain House, The Exchange, Belgard Square North, Tallaght, D24 PXW0.

Tel: 1800 404 404, Email: customercare@cru.ie
Web: www.cru.ie/customer-care

ENVIRONMENTAL IMPACT INFORMATION

Electricity supplied by Energia has been sourced from the following fuels (Disclosure Label applicable period Jan – Dec 2020)

Electricity supplied has been sourced from the following fuels:	Electricity supplied by Energia (Ireland)	Average for All Island Market (for comparison)
	% of total	% of total
Renewable	100.0%	57.9%
Natural Gas	0.0%	35.8%
Peat	0.0%	2.1%
Coal	0.0%	3.0%
Other	0.0%	1.2%
Total	100.0%	100.0%

Environmental Impact

CO2 Emissions	0 g/kwh	236g/kwh

Energia now offers green source products which is likely to change your fuel mix when compared to the supplier fuel mix shown. For information on your fuel mix and on the environmental impact of your electricity supply visit **energia.ie** or, for further details call **0818 405 404**.

TARIFFS, TAXES & LEVIES

Detailed information on all tariffs and charges relating to your account is available on our website **www.energia.ie**

For information on price comparison websites and alternative supplier tariffs, please visit **www.cru.ie/home/switching-supplier**

Electricity Tax: Electricity tax is charged at the appropriate rate in accordance with the EU Energy Tax Directive and Schedule 1 of the Finance Bill 2010.

PSO Levy: The PSO levy is related to renewable electricity supports and is key in enabling Ireland to meet its national targets in terms of the generation of electricity from renewables and aligns with the CRU's vision of achieving a secure, low carbon future.

VAT: Value Added Tax is added at the appropriate rate.

FAULTS & EMERGENCIES

ESB Networks provide 24 hour emergency numbers. In the event of loss of electricity supply, voltage dips or technical enquiries, you may contact ESB Networks on **1800 37 29 99**. Please quote your MPRN number found on the front of this bill.

VULNERABLE CUSTOMERS

If you are critically dependent on electrically powered equipment or have other special requirements, you may wish to register as a vulnerable customer. For further details, please see our Vulnerable Customer Code of Practice at **energia.ie/cop** or call us on **0818 405 405**. If you are currently registered as vulnerable but your circumstances have changed, please contact us.

ENERGY EFFICIENCY

Energia is licensed by the Commission for Regulation of Utilities (CRU), Ireland's independent energy and water regulator. Energia strives to remain affordable and a leading provider of sustainable energy. For details on how to save energy and reduce your bills see **www.energia.ie** or **www.SEAI.ie**. For more information, see also **www.seai.ie**

For technical specifications for energy using appliances the SEAI Website can also be consulted www.seai.ie

HINTS AND TIPS

1. **Turn your thermostat down** by just 1° and you could cut your overall heating energy usage by up to 10%!
2. **LED lightbulbs** are a great energy efficient upgrade and last longer than normal lightbulbs
3. If you have a SMART meter, or day/night meter, use as much of your energy consumption during the night as possible rather than at peak time of 5-7pm.
4. Showers are 5 times more energy efficient than baths.

Issued by Energia, The Liberty Centre, Blanchardstown Retail Park, Dublin 15, D15 YT2H - VAT Registration Number IE 632 6035 O

Customer Notification
Explaining Your Bill

Dear Customer,

We have updated our bills to make it easier to understand when there has been a change in rates. From now on, when we apply a change to our standard unit rate, we will display two lines on your bill showing the charges for units before and after the price change.

Units before the price change are charged at the old rate, and units after the price change are charged at the new rate.

For further information, we have added an example which you will find on the back of this page or you can visit energia.ie/billing

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SAMPLE ONLY

www.energia.ie/contactus

0818 405 405
(9am to 5pm, Mon – Fri)

MPRN		
DG	MCC	PROFILE
DG2	MCC01	03

EMERGENCY ELECTRICITY
1800 372 999

Invoice No.	24799367
Account Number	
Tariff	Electricity
Billing Period	19/04/2021 - 27/09/2021
Date of this Bill	28 September 2021
Payment Due Date	12 October 2021

Page 2

Your bill details

This period's electricity use

Meter

Unit type	Previous	Present	Units
Standard	757 A	950 A	193

A = Actual Meter Read

This period's transactions

Standing Charge 79 days at €0.60 per day	€XX.XX
Standing Charge 82 days at €0.63 per day	€XX.XX
95 Units at €0.2118 per Unit	€XX.XX
98 Units at €0.2362 per Unit	€XX.XX
Public Service Obligation Levy- 151 days at €0.2143562 per day	€XX.XX
Public Service Obligation Levy- 10 days at €0.1413699 per day	€XX.XX
Sub Total before VAT	**€XX.XX**
VAT on €176.11 at 13.5%	€XX.XX
B **Total transactions for this period**	**€XX.XX**

New Bill Example