



Reference Number: 55443-09-4

Date of Issue: 20 July 2009

## CUSTOMER REFERENCE NUMBER

**345612**

## SUPPLY ADDRESS

15, Anystreet  
1250 Anytown

## BILLING ADDRESS

John Anyname  
15, Anystreet  
1250 Anytown

## YOUR ELECTRICITY CONTRACT INFORMATION

Your supplier

AnyCompany Ltd

Contract period

2 years, expires on 15 September 2010

*(if you wish to switch suppliers, you must inform us at least 30 days before your intended switching date)*

Your switching code (EAN)

541448920708064910

Your tariff

Day&Night Fix *(see overleaf for details)*

Unit prices

normal rate 6.26 €cent / kWh plus taxes and charges *(see overleaf for details)*  
applies Mon to Fri from 6 am to 10 pmreduced rate 3.13 €cent / kWh plus taxes and charges *(see overleaf for details)*  
applies Mon to Fri from 10 pm to 6 am and on weekends

## CONTACT US

Call our Customer service: 0 800 22 45 45

Lines are open Mon-Fri 8am-9pm, Sat 9am-7pm

Emergencies: 0 800 22 40 40

lines are open 24/7

Visit [www.anycompany.eu/billing](http://www.anycompany.eu/billing)

Check your account, give us your meter reading, make payments, get information, make a complaint

E-mail: [anycompany@service.eu](mailto:anycompany@service.eu) Postal address: AnyCompany Ltd, 17 Any Avenue, 1350 Anytown

## YOUR REGULAR ELECTRICITY BILL

Billing period: 15 May – 14 July 2009 (your actual use; see overleaf for details)

Total charges for 15 MAY - 14 JULY 2009	€ 110.21
Amount due before this bill	€ 0.00
<b>TOTAL AMOUNT DUE</b>	<b>€ 110.21</b>
<b>DUE BY</b>	<b>30 JULY 2009</b>
<b>PAYMENT METHOD</b>	<b>DIRECT DEBIT</b> <i>the amount will be debited from your bank account on 30 Sep</i>

Payment reference: 55443-09-4



## YOUR TARIFF INFORMATION

TARIFF NAME	DAY & NIGHT FIX	
	Week days (Mon-Fri 6 am-10pm)	Nights & Weekends (Mon-Fri 10pm-6am, Sat & Sun)
Base unit price	6.26 €cent / kWh	3.13 €cent / kWh
OTHER CHARGES PER UNIT (KWH)		
Network charge	7.14 €cent / kWh	3.57 €cent / kWh
National levy (the Green Energy Fund)	0.40 €cent / kWh	0.40 €cent / kWh
<b>TOTAL UNIT COST without VAT</b>	<b>13.80 €cent / kWh</b>	<b>7.10 €cent / kWh</b>
+ VAT at 20%	2.76 €cent / kWh	1.42 €cent / kWh
<b>Total unit cost incl. VAT</b>	<b>16.56 €cent / kWh</b>	<b>8.52 €cent / kWh</b>

Annual charges and discounts (to be included in your annual statement)

Flat annual fee: € 50 per year (+VAT at 20%)

Your discounts: minus € 15 per year for direct-debit payment



## YOUR CONSUMPTION 15 MAY - 14 JULY 2009

This is your actual consumption based on the meter reading on 14 July 2009

DATE	DAY METER NO. 75432	NIGHT METER NO. 75455	TOTAL
15 May 2009	34100 kWh	75630 kWh	
14 July 2009	33570 kWh	76010 kWh	
Your consumption <b>15 May-14 July 2009</b>	<b>470 kWh</b>	<b>380 kWh</b>	<b>850 kWh</b>



## DETAILS OF YOUR CHARGES 15 MAY- 14 JULY 2009

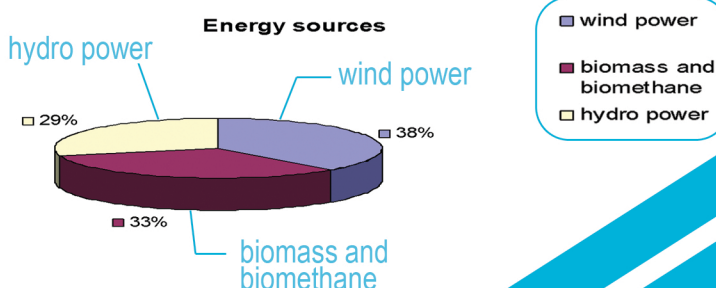
DESCRIPTION	UNITS (KWH)	TOTAL COST PER UNIT without VAT (€cent)	AMOUNT (€)
Day Consumption	470 kWh	13.80 €cent / kWh	€ 64.86
Night & Weekend Consumption	380 kWh	7.10 €cent / kWh	€ 26.98
<b>Total cost without VAT</b>			<b>€ 91.84</b>
		VAT at 20%	€ 18.37
<b>Total charges incl.VAT</b>			<b>€ 110.21</b>

## How to save energy?

Visit [www.anycompany.eu/greentips](http://www.anycompany.eu/greentips)  
or Call our freephone number: 0 800 22 45 55

## Our fuel mix

100 % of our energy comes from renewable sources



Contact us if you need  
**LARGE PRINT**  
**0 800 22 45 45**

*This is an example of a good electricity bill. It is a visual representation of the recommendations for user-friendly energy billing developed together by consumers, industry and energy regulators on a mandate from the Citizens' Energy Forum. It reflects some of the best national practices in Europe.*

## WHAT SHOULD YOU BE ABLE TO FIND ON A GOOD ENERGY BILL?

### A. ON REGULAR BILLS

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#### 1. The most important items

- Your **supplier's name** and their **contact details** (including their **helpline** and **emergency number**);
- The **duration of your contract** and the **deadline for informing** your supplier if you want to switch to another supplier;
- Your **tariff name** and a (a reference to) a **clear price breakdown** for your tariff (the base price plus all other charges and taxes);
- The **base price** of one energy unit (in kilowatt hours or kWh) for your selected tariff;
- Your **switching code** (which you will need if you wish to switch suppliers);
- The **amount to be paid**, for which **billing period**, **by when** and **how**;
- Clear information on **how this amount has been calculated**: is it based on an **actual** meter reading or **estimated** only?
- For calculations based on actual consumption: **meter readings** and **consumption** during the billing period (measured in kilowatt hours or kWh);

#### 2. Other useful information

- Where does the energy come from, how is it generated, how environment friendly is it ("the fuel mix")?
- Information on how to get **tips on saving energy** (e.g. a link to a website);
- Information on how to obtain the bill in alternative formats (e.g. in large print) for consumers with **disabilities**.

### B. ON ANNUAL RECONCILIATION BILLS

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#### All the above plus:

- A clear indication that this is a **reconciliation bill**, that is your (annual) settlement of the payment balance;
- **Total amount paid** so far during the year and the history of your payments;
- **The debit/credit balance** (do you need to pay make a top-up payment or does the provider owe you money back?);
- Clear information on whether your regular (e.g. monthly) instalments need to be recalculated and, if so, **how to reduce or increase the amount** which you pay regularly in instalments;
- Actual **meter reading details**: history of meter readings during the year;
- A clear visual presentation of how your annual consumption **compares to previous years**;
- A clear visual presentation of how your use of energy has **evolved during the year**.