



Mr Liam Faulkner  
217 VERNON AVENUE  
DUBLIN 3  
Co. Dublin  
D03 TF85

Premises Supplied:  
217 VERNON AVENUE, DUBLIN 3, D03 TF85

MPRN10000639928

DGMCCPROFILE

DG1MCC0101

EMERGENCY ELECTRICITY

1800 372 999

Invoice No.

Account Number

Tariff

Billing Period

Date of this Bill

Payment Due Date

Contract End Date

34752346

6044262631

Electricity

31/10/2024 - 02/01/2025

3 January 2025

17 January 2025

4 Jul 2025

Your bill summary

	Balance at previous bill	€358.17	CR = Credit
	Payment(s) received up to 15 November 2024	€358.17 CR	
A	Account balance before this bill	€0.00	
B	Transactions for this period	€357.55	
C	New account balance (A+B)	€357.55	Amount due

Payment Information  
Thank you for paying by Direct Debit.

Average daily use (units)

This period

37.0

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.

**energia**

Mr. Murphy,  
1 Main Street,  
Any Town.

Previous Supplier:  
1 Main Street, Any Town.

Page 1

**Your bill summary**

Balance at previous bill	€103.27	CR = Credit
Payment(s) received up to 26 August 2022	€103.27	CR
<b>A</b> Account balance before this bill	€0.00	
<b>B</b> Charges for this period	€138.32	
<b>C</b> New account balance (A+B)	€138.32	Amount Due

**Payment information**  
You could be enjoying cheaper bills. Please call our Customer Helpline or visit our website to find out more about our discounted payment options.

**Average daily use (units)**

This period	4.4	Low use
Same period last year	4.5	Low use

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.

VAT Registration Number: IE 832 8235 0. Registered VOF Address: The Library Centre, Blanchardstown Retail Park, Dublin 15, D15 YDCH.

- MPRN**  
The MPRN is a unique number for the electricity supplier 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.**

**energia**

www.energia.ie/contactus

0818 405 405

Page 2

**Your bill details**

**This period's electricity use**

Meter 31169824			
Unit type	Previous	Present	Units
Standard	3291 A	3344 A	253
A = Actual Meter Read			

**This period's transactions**

Standing Charge 57 days at €0.59 per day	€33.63
243 Units at €0.5229 per Unit	€127.09
4 Units at €0.5444 per Unit	€2.18
Public Service Obligation Levy - 2 months at €6.50	€13.00
Sub Total before VAT	€155.90
VAT on €155.90 at 8%	€12.47
<b>Total charges for this period</b>	<b>€168.37</b>

**Your account status**

Balance at last bill	€103.27
Payment received on 26 Aug 2022	€103.27 CR
<b>Balance before this bill</b>	<b>€0.00</b>

- 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.

## Important information

- HOW WE BILL**  
All bills are prorated. This means if a discount period ends in the middle of a billing cycle, the discount will be applied to any units used up until the discount end date. In the case of a price / tariff change, the old rate will be applied up to the date the price change is effective, with the new rates being applied thereafter. We will apportion units used across your billing periods. These transactions will appear as two separate line items on your bill.
- ENERGIA WAYS TO PAY**  
We have many ways our customers can pay their bills. If you are worried about paying your bill, please contact us and we will find a solution that is suitable for you. Visit [energia.ie/customer-area/ways-to-pay-your-bill](http://energia.ie/customer-area/ways-to-pay-your-bill)
- HELPFUL HUB**  
At Energia, we want to help our customers with some practical tips and advice on how to manage their bills and reduce their energy usage, see [energia.ie/helpful-hub-service](http://energia.ie/helpful-hub-service)



www.energia.ie/contactus



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

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3 January 2025

17 January 2025

4 Jul 2025

Your bill details

This period's electricity use

Meter 33992007

Unit type	Previous	Present	Units
Standard	22082 A	24416 A	2334

A = Actual Meter Read

This period's transactions

Standing Charge 63 days at €0.59 per day	€37.17
2,334 Units at €0.3494 per Unit	€815.50
Your discount for this period	€301.74CR
Public Service Obligation Levy - 2 months at €3.23	€6.46
<b>Sub Total before VAT</b>	<b>€557.39</b>
VAT on €557.39 at 9%	€50.16
Government Electricity Credit - 1	€114.68CR
VAT on €-114.68 at 9%	€10.32CR
Government Electricity Credit - 2	€114.68CR
VAT on €-114.68 at 9%	€10.32CR
<b>B Total transactions for this period</b>	<b>€357.55</b>

Your account status

Balance at last bill	€358.17
Payment received on 15 Nov 2024	€358.17CR
<b>A Balance before this bill</b>	<b>€0.00</b>

## 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](http://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](http://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). Please visit <https://www.energia.ie/energy-plans/estimated-annual-bill> for more information.

If you require advice regarding money or budgeting, please contact the Money Advice & Budgeting Service at [www.mabs.ie](http://www.mabs.ie)

## SUBMIT A METER READING

Improve the accuracy of your bills and manage your costs by regularly submitting your meter readings. 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](http://www.energia.ie/meter-read)

**Tel:** 0818 405 405

If you have a SMART Time of Use tariff, you will see this as usage on your bill rather than meter readings.

## 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](http://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@crui.ie](mailto:customercare@crui.ie)

Web: [www.cru.ie/customer-care](http://www.cru.ie/customer-care)

## ENVIRONMENTAL IMPACT INFORMATION

Electricity supplied by Energia has been sourced from the following fuels (Applicable period: Jan - Dec 2022)

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%	57.6%
Natural Gas	0.0%	34.2%
Coal	0.0%	5.5%
Oil	0.0%	1.9%
Other	0.0%	0.8%
Total	100.0%	100.0%

### Environmental Impact

CO2 Emissions	0 g/kWh	234 g/kWh
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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](http://energia.ie) or, for further details call **0818 405 405**.

## TARIFFS, TAXES & LEVIES

Detailed information on all tariffs and charges relating to your account is available on our website [www.energia.ie](http://www.energia.ie). For information on availability and benefits of switching, please see [www.cru.ie/home/switching-supplier](http://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](http://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](http://www.energia.ie) or [www.seai.ie](http://www.seai.ie). For more information, see also [www.seai.ie](http://www.seai.ie). For technical specifications for energy using appliances the SEAI Website can also be consulted [www.seai.ie](http://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.