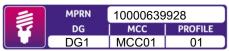


Mr Liam Faulkner 217 VERNON AVENUE DUBLIN 3 Co. Dublin D03 TF85

Premises Supplied:

217 VERNON AVENUE, DUBLIN 3, D03 TF85





 Invoice No.
 34752346

 Account Number
 6044262631

 Tariff
 Electricity

**Billing Period** 31/10/2024 - 02/01/2025

Date of this Bill 3 January 2025 Payment Due Date 17 January 2025

Contract End Date 4 Jul 2025 Page 1

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	empts.	Amount due

Payment Information

Thank you for paying by Direct Debit.

### Average daily use (units)

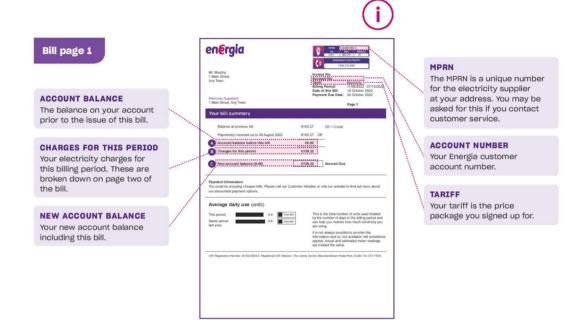
This period 37.0

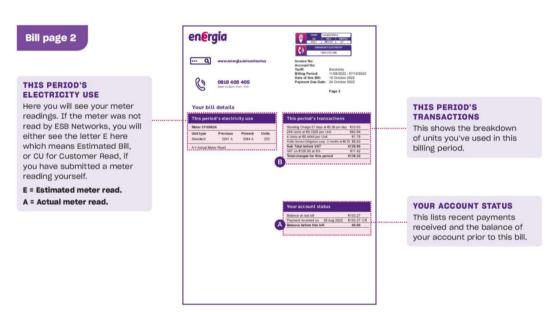
Same period not available last year

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**





#### **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

#### HELPFUL HUE

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





www.energia.ie/contactus

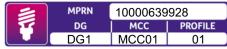


**0818 405 405** (9am to 5pm, Mon - Fri)

## 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



EMERGENCY ELECTRICITY
1800 372 999

 Invoice No.
 34752346

 Account Number
 6044262631

 Tariff
 Electricity

**Billing Period** 31/10/2024 - 02/01/2025

Date of this Bill 3 January 2025 Payment Due Date 17 January 2025

Contract End Date 4 Jul 2025 Page 2

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
Sub Total before VAT	€557.39
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
Total transactions for this period	€357.55

	Your account status		
	Balance at last bill		€358.17
	Payment received on	15 Nov 2024	€358.17CR
A	Balance before this b	€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 vour 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

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

#### **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 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

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 (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 E	missions	0 a/kWh	234 g/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 405 405.

#### 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 availability and benefits of switching, please see 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.