

Sergio Manzo Villicana  
Pozos Perez, Libertad  
RATHBORNE PLACE PELLETSTOWN  
APT 12C RATHBORNE CLOSE  
DUBLIN 7

**Account number:** 3880285675

**Your plan:** Urban Nightsaver Variable Price Plan

**Meter number:** 39843540

**MPRN:** 10 025 715 719

DG  
DG1

MCC  
MCC02

Profile  
02

16 May 2022

## Hello, this is your electricity bill

### Electricity usage

16 Mar 2022 to 13 May 2022

**Supply Address:** Apt 12c Rathborne Close, Pelletstown, Rathborne Place

#### Your usage compared to last year

Previous 6 months

2,372 kWh

Last 12 months

2,499 kWh

No data for the full period

### Your bill breakdown

16 Mar 2022 to 14 Apr 2022

#### Electricity

	Usage	Rate	Amount
<b>Day Units</b>	158	25.39 c/kWh	€40.12
<b>Night Units</b>	20	12.57 c/kWh	€2.51
Standing Charge	30 Days	72.30 c/day	€21.69
Discount - Paperless Billing		-3%	-€1.28
Discount - Direct Debit		-2%	-€0.85
Total Discounts			-€2.13
PSO Levy	1 Month	4.30 €/Month	€4.30
VAT		9%	€5.98
<b>Total including VAT</b>			<b>€72.47</b>

15 Apr 2022 to 13 May 2022

#### Electricity

	Usage	Rate	Amount
<b>Day Units</b>	153	32.63 c/kWh	€49.92

Your bill breakdown is continued on the next page

#### Account Balance

**-€359.58**

You do not need to do anything as your account balance is in credit

#### Important information

Due to wholesale energy prices, we're regrettably increasing our electricity prices from 15 April 2022. If you're worried about meeting your payments, get in touch with us. For more information, please visit [bordgaisenergy.ie](http://bordgaisenergy.ie)

#### Your meter reads & consumption

	Last bill	Current bill	Usage (kWh)
<b>Day</b>	A 48629	A 48940	311
<b>Night</b>	A 63687	A 63727	40

A - Actual reading taken from your meter  
C - Customer reading which you have provided  
E - Estimated meter reading

#### Other information

- The government electricity credit (€176.22 plus VAT) has been applied to your bill. For further information see [bordgaisenergy.ie/governmentcredit](http://bordgaisenergy.ie/governmentcredit)

## Your bill breakdown continued

	Usage	Rate	Amount
Night Units	20	16.15 c/kWh	€3.23
Standing Charge	29 Days	92.91 c/day	€26.94
Discount - Paperless Billing		-3%	-€1.59
Discount - Direct Debit		-2%	-€1.06
Total Discounts			-€2.65
PSO Levy	1 Month	4.30 €/Month	€4.30
VAT		9%	€7.36
<b>Total including VAT</b>			<b>€89.10</b>

16 Mar 2022 to 14 Apr 2022			€72.47
15 Apr 2022 to 13 May 2022			€89.10
Total for bill period			€161.57
Previous bill			€160.79
Payment received			-€489.86
<b>Adjustments</b>			
06 May 22 Government Credit		-€192.08	-€192.08
Credit Amount	-€176.22		
VAT @ 9%	-€15.86	9%	
Total Adjustments			-€192.08
<b>Total</b>			<b>-€359.58</b>

**Standing charge** is an annual charge included in your Price Plan and it is for the fixed costs associated with providing electricity supply.

**PSO Levy** The Public Service Obligation levy is set each year by the Commission for Regulation of Utilities. This levy relates to security of supply and the generation of electricity from peat and renewable sources of energy. For further information please visit [bordgaisenergy.ie](http://bordgaisenergy.ie).

### Getting in touch

Please ensure you have your account number ready when you call us. We can only discuss electricity account information with the account holder.  
For help visit us at [bordgaisenergy.ie/home/help](http://bordgaisenergy.ie/home/help) or submit your questions at [bordgaisenergy.ie/contact-us](http://bordgaisenergy.ie/contact-us) and we'll respond within 48 hours.

### Customer service

#### Overdue & arrears

#### Moving home

#### Web

01 611 01 01

01 611 01 06

01 611 01 60

[bordgaisenergy.ie](http://bordgaisenergy.ie)

### Customer service

Residential Electricity  
Bord Gáis Energy  
PO Box 10943, Dublin 2

### Deaf or hard of hearing customers

Contact us via "Live Chat" on our website or "Have a Question?" form on our website or on social media (Facebook or Twitter @BordGaisEnergy) – Monday to Friday 8am to 5pm

## Payment methods

### Direct Debit

You can set up Direct Debit through your online account at [bordgaisenergy.ie/sign-in](https://bordgaisenergy.ie/sign-in) or by calling our customer service team 01 611 01 01

### Online

To make an online payment using your credit or debit card, please visit [bordgaisenergy.ie](https://bordgaisenergy.ie).

### 24h telephone payment service

You can pay with your bank debit or credit card by calling our customer service number.

### Cash

Use the barcode at any retail outlet where you see Payzone or PostPoint signs. You can pay your bill in full or make a part payment to a suggested minimum of €20. Please have your bill with you.



Please allow 5 working days for payments to appear on your account.

## Energy efficiency

For information on energy efficiency measures, comparative consumption profiles and specifications for energy-using equipment please visit the Sustainable Energy Authority of Ireland at [www.seai.ie](https://www.seai.ie) or tel: 01 808 21 00.

For independent consumer advice visit Competition and Consumer Protection Commission at [www.cccp.ie](https://www.cccp.ie) or tel: 01 402 55 55

## Overdue accounts & arrears

If you are having difficulty paying your electricity bill, please contact us immediately by calling our customer service team so that we may discuss this with you.

Your electricity supply may be withdrawn if your account is in arrears. In addition to requiring full payment of arrears, we will also pass on to you ESB Networks charges if your supply has to be disconnected or reconnected.

## Moving home

On the day you are moving out\* and to ensure you are only charged for the time you're in the property you just need to provide us with the following and we'll take care of the rest:

1. Your account number and MPRN
2. Your forwarding address
3. Contact details for the landlord or the new occupier
4. A meter reading

If you are unable to take a meter reading:

- We can close your account on an estimated reading.
- This is not guaranteed to be accurate and you will be liable for any additional charges once a reading has been taken.

You will remain liable for the electricity used until you provide/agree a meter reading or ESB Networks has been given access to read and de-energise the meter.

\*The earliest we can close your account is two days before you move out

## Customer information

Terms and conditions of electricity supply apply and your acceptance of these is a condition of continued supply. We have codes of practice covering billing and disconnection, marketing and advertising, sign-up, vulnerable customer register, smart metering, pay as you go metering and handling customers' complaints. To obtain a copy of the terms and conditions of supply, customer charter or codes of practice please see [bordgaisenergy.ie/resources/codes-customer-charter](https://bordgaisenergy.ie/resources/codes-customer-charter) or contact our customer service team.

## Emergencies

For emergency calls related to supply failures, breakdowns and damage to networks please call ESB Networks:

Tel: 1800 372 999 (24 hours)

## Energy consumption

The 12 month consumption comparison graph on the front of your bill shows the amount of electricity you have used with Bord Gáis Energy (in kWh) over the past 12 months and the previous 12 months. The amounts are based on actual and/or estimated readings. You can request up to 3 years' worth of your consumption data from us. Please contact us using the details shown.

## Meter readings

To submit a reading, please have your meter reading and MPRN number from the top right hand side of your bill to hand and call ESB Networks.

Tel: 1800 33 77 77

## Fuel mix & CO2 emissions

The fuels used to generate the electricity we supply are listed below:

Applicable period: Jan 20 - Dec 20

Electricity supplied has been sourced from the following fuels:	Your electricity supplied by Bord Gáis Energy % of total	Average for Ireland – for comparison % of total
Coal	0.4%	3.0%
Natural gas	63.8%	35.8%
Renewable	34.6%	57.9%
Peat	0.5%	2.1%
Other	0.7%	1.2%
Total	100%	100%

### Environmental impact (per kWh)

CO2 emissions	328 g	236 g
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Bord Gáis Energy now offers green source products which is likely to change your fuel mix when compared to the fuel mix shown. For more information on the environmental impact of your electricity supply visit [www.bordgaisenergy.ie](https://www.bordgaisenergy.ie) or call 01 611 01 01

## Complaints

To register a complaint, please use the following options:

Tel: 01 611 01 01

Address: Customer service,  
Residential Electricity  
Bord Gáis Energy  
PO Box 10943, Dublin 2

If you have been through the Bord Gáis Energy complaint procedures and feel your complaint has not been resolved to your satisfaction you may refer the unresolved issue to:

Customer Care Team, Commission for Regulation of Utilities, The Exchange, Belgard Square North, Tallaght, Dublin 24, D24 PXW0  
Tel: 1800 404 404/customer care@cru.ie

## Connections

For calls relating to new network connections, increased connection capacity, meter relocation, alterations to lines or cables, voltage problems or power quality please call ESB Networks:

Tel: 1800 372 757

### Getting in touch

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### Overdue & arrears

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