



Reference Number: 55443-09-5
Date of Issue: 20 September 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 pm

reduced 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

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

E-mail: anycompany@service.eu Postal address: AnyCompany Ltd, 17 Any Avenue, 1350 Anytown

YOUR ANNUAL RECONCILIATION STATEMENT

Billing period: 15 Sep 2008 – 14 Sep 2009

Description	AMOUNT
Total charges for 15 Sep 2008 -14 Sep 2009 <small>(turn over for meter reading details, price breakdown and details of your charges)</small>	€ 686.28
Already paid in your regular installments	- € 543.55
DEBIT BALANCE	€ 142.73
DUE BY	30 SEPTEMBER 2009
PAYMENT METHOD	DIRECT DEBIT <i>the amount will be debited from your bank account on 30 Sep</i>

Payment reference: 55443-09-5



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
TOTAL UNIT COST without VAT	13.80 €cent / kWh	7.10 €cent / kWh
+ VAT at 20%	2.76 €cent / kWh	1.42 €cent / kWh
Total unit cost incl. VAT	16.56 €cent / kWh	8.52 €cent / kWh

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 ELECTRICITY CONSUMPTION AND METER READINGS

DATE	DAY METER NO. 75432		NIGHT METER NO. 75455		Total consumption since previous reading
	reading	Consumption since previous reading	reading	Consumption since previous reading	
15 September 2008	32260	74120
14 November 2008	32670	410 kWh	74500	380 kWh	790 kWh
14 January 2009	33160	490 kWh	74870	370 kWh	860 kWh
14 March 2009	33680	520 kWh	75280	410 kWh	930 kWh
14 May 2009	34100	420 kWh	75630	350 kWh	770 kWh
14 July 2009	34570	470 kWh	76010	380 kWh	850 kWh
14 September 2009	34980	410 kWh	76360	350 kWh	760 kWh
Your consumption 15 Sep 2008 - 14 Sep 2009		2720 kWh		2240 kWh	4960 kWh

YOUR PAYMENTS

DATE	REFERENCE NUMBER	AMOUNT PAID (€)
30 NOVEMBER 2008	55443-08-1	€ 100.27
30 JANUARY 2009	55443-09-1	€ 112.66
30 MARCH 2009	55443-09-2	€ 121.04
30 MAY 2009	55443-09-3	€ 99.37
30 JULY 2009	55443-09-4	€ 110.21
		€ 543.55

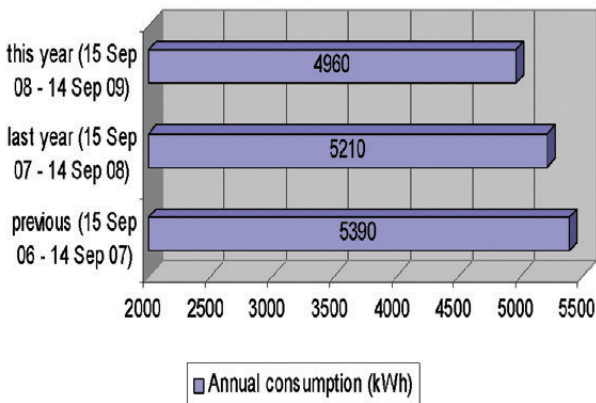


DETAILS OF YOUR CHARGES 15 SEPTEMBER 2008 – 14 SEPTEMBER 2009

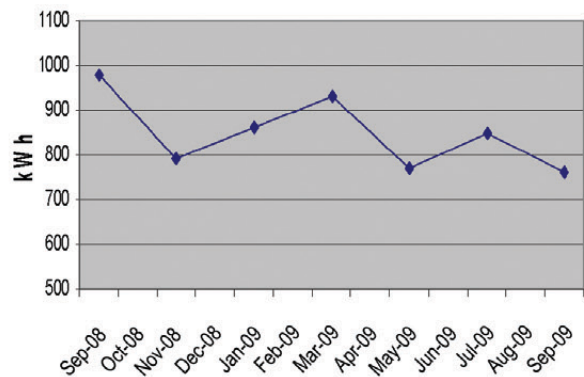
DESCRIPTION	UNITS (KWH)	TOTAL COST PER UNIT without VAT (€cent)	AMOUNT DUE (€)
Day Consumption	2720 kWh	13.80 €cent / kWh	€ 375.36
Night & Weekend Consumption	2240 kWh	7.10 €cent / kWh	€ 159.04
Total consumption charges without VAT			€ 534.40
Flat annual fee without VAT			€ 50.00
Total charges without VAT			€ 584.40
VAT at 20%			€ 116.88
Total charges incl.VAT			€ 701.28
Your annual discount for direct-debit payment			- € 15.00
TOTAL CHARGES INCLUDING YOUR DISCOUNT			€ 686.28

YOUR CONSUMPTION HISTORY

Compared with previous years



How your consumption evolved over the year



How to save energy?

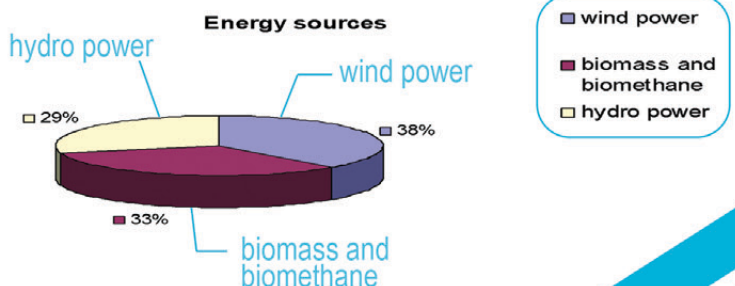
Visit www.anycompany.eu/greentips
 or Call our freephone number: 0 800 22 45 55



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

Our fuel mix

100 % of our energy comes from renewable sources



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

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

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**.