



Residential Electricity

Your PAYG statement

A simple guide to help you understand

electricireland.ie/payg

electric
ireland

Getting to know your statement

Your Electric Ireland PAYG electricity statement is designed to be quick and easy for you to understand.

Please note that statements are for information purposes only and are not a bill. We will send you a minimum of one statement per year and a maximum of three.

The statement will display:

- Total top ups purchased plus a breakdown of each individual top up
- The amount of top ups allocated towards your electricity usage
- The amount of top ups allocated towards your balance brought forward or your installation fee (this will always be 25% of each top up)
- Your outstanding balance to be paid

100% of each top up will go towards your electricity usage once you have paid off your installation fee and/or balance.

If you have any questions please call **1800 372 372** or email **payg@electricireland.ie** and a member of our Customer Care Team will be happy to help.



Statement Period

This is the period for which your top up details are shown.

MPRN Number

The Meter Point Registration Number (MPRN) identifies your connection to the ESB network and is unique to your current premises. You will need to quote this number if you call ESB Networks with a query.

Account Number

This is your Electric Ireland electricity account number. Always quote this number when contacting Electric Ireland in relation to your electricity account.

Standing charge

It is a combination of the fixed charges associated with meter reading, network maintenance and a share of the supply costs in servicing your account. It is a fixed daily cost on your bill.

FEA

This is a daily credit allowance applied to your account on the instructions of the Department of Social Protection.

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DATE OF ISSUE
STATEMENT PERIOD
MPRN
ACCOUNT NO.
DUOS CODE
MCC
PROFILE CODE
TARIFF NAME

**YOUR PAY AS YOU GO
ELECTRICITY
STATEMENT**

For information purposes only

Balance Brought Forward from 01/07/2019 €0.00 dr
Outstanding Balance as at 30/06/2020 €0.00 dr

Abbreviations - A: actual reading E: estimated reading C: customer reading P: price change CR: credit DIN: Day/Night 24hr: 24 Hour

Bill Details

Description	Meter No.	Register No.	Previous Reading	Present Reading	Units up to		Sub total	VAT @ 13.5%	Total Inc. VAT
					April 20	April 20			
Day Units	15P1112496	1	56606 A	67638 A	8952	2079	2034.26	274.63	2308.89
Night Units	15P1112496	2	30158 A	33535 A	2740	636	306.67	41.40	348.07
Standing Charge							252.29	34.06	286.35
PSO Levy							36.64	4.95	41.59
Installation Fee / Service Charge							120.92	16.32	137.24
Totals							€2750.78	€371.36	€3122.14

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Duos Code

Your Duos Group identifies whether you are an urban, rural or business customer.

MCC

Your Meter Configuration Code allows ESB Networks, or your supplier, to identify the type of meter set up you have.

Profile Code

Your Profile Code indicates the type of usage profile you have.

Tariff Name

This is the name of the Electric Ireland Tariff you are on.

Balance Brought Forward

This is your balance brought forward from the beginning of this statement period.

dr = Debit balance (negative)
cr = Credit balance (positive)

Outstanding Balance

This is your total balance remaining at the end of this statement period.

Difference between last two meter readings

This is the difference in electricity units between the last two times your meter was read.

PSO

The Public Service Obligation Levy, determined by the Commission for Regulation of Utilities (CRU), is charged to all electricity customers and relates to the recovery of any additional costs associated with meeting the obligation to purchase electricity generated from sustainable and renewable sources.

Your top up details

This is a breakdown of each individual top up made for the statement period.

Top Ups Purchased (€)

This is the total value of top-ups you have purchased.

Top Ups - other (€)

This is the total value of top-ups which were not purchased and may include FEA.

Total Top-Ups allocated to electricity usage (€)

This is the total value of top-ups used against electricity consumption.

Total of Top Ups allocated to your balance brought forward (€)

This is the total value of top ups used to reduce your balance brought forward from the beginning of this statement period (if applicable).

YOUR TOP UP DETAILS

For information only
NO. OF TOP UPS PURCHASED DURING THIS PERIOD : 79

Date/Month	Top Ups purchased (€)	Top Ups - other (€)	Total of Top Ups allocated to electricity usage (€)	Total of Top Ups allocated to your balance brought forward (€)	Outstanding balance
Balance brought forward from 01/07/2019					€0.00 dr
Jul 2019	220.00	0.00	220.00	0.00	0.00
Aug 2019	200.00	0.00	200.00	0.00	0.00
Sep 2019	270.00	0.00	270.00	0.00	0.00
Oct 2019	190.00	0.00	190.00	0.00	0.00
Nov 2019	220.00	0.00	220.00	0.00	0.00
Dec 2019	300.00	0.00	300.00	0.00	0.00
Jan 2020	220.00	0.00	220.00	0.00	0.00
Feb 2020	280.00	0.00	280.00	0.00	0.00
Mar 2020	330.00	0.00	330.00	0.00	0.00
Apr 2020	300.00	0.00	300.00	0.00	0.00
May 2020	310.00	0.00	310.00	0.00	0.00
Jun 2020	240.00	0.00	240.00	0.00	0.00
Outstanding balance as at 30/06/2020					€0.00 dr
Totals	€3080.00	€0.00	€3080.00	€0.00	€0.00 dr

Outstanding balance

This is your total outstanding balance remaining.

Customer Service

If you require any advice on the use of your prepayment meter/ budget controller and emergency service. Please contact us at 1800 372 372 Mon-Sat 9am-5pm. Please have your account number to hand when you contact us, and also please note that we can only discuss account information with the account holder.

Miscosm 1800 372 372 (for hearing impaired customers with Miscosm equipment)
+353 1 850 9524 (International customers)
Email: service@electricireland.ie
Address: Electric Ireland, PO Box 841, South City Delivery Office, Tollymore, Cork

Credit Control

Our Credit Control Department can be contacted at 1800 50 40 21 Mon-Thu 9am-5pm and Friday 9am-3pm.

Emergency

For emergencies, electricity interruptions or to report dangerous situations call ESB Networks: 1800 372 599

Complaints

Call: 1800 372 372
Email: service@electricireland.ie
If not resolved to your satisfaction, please write to Electric Ireland Complaints Facilitator, PO Box 192025, Dublin 9 or email complaints.facilitator@electricireland.ie
If you have completed the complaints process and you feel your complaint will not be resolved to your satisfaction, you can contact the Customer Care Team at the Commission for Regulation of Utilities: 1800 404 404 or email: customerservice@cruc.ie

Top Up Options

On Line using a Debit or Credit Card, please go to www.electricireland.ie/topup

Cash At any Payzone Outlet

Text Register your details at electricireland.ie/topup

Only top ups made in an authorised Payzone retail Agent, on line or by text will be reflected on your statement

Price Plan

PPLC Rural NS D

Rate Type	Date	(Excl VAT)	(Incl VAT)
Standing Charge incl. PSO (Daily €)	01-Oct-19	1.1131	1.2634
Standing Charge incl. PSO (Daily €)	01-Apr-20	1.1131	1.2634
Night Unit Rate (kWh €)	01-Oct-19	0.0916	0.104
Night Unit Rate (kWh €)	01-Apr-20	0.0892	0.1012
Day Unit Rate (kWh €)	01-Oct-19	0.1855	0.2105
Day Unit Rate (kWh €)	01-Apr-20	0.1806	0.205

The Public Service Obligations (PSO) Levy

The PSO Levy, determined by the Commission for Energy Regulation, is charged to electricity customers and relates to the recovery of any additional costs associated with meeting the obligation to purchase electricity generated from sustainable, renewable and indigenous sources.

Energy Efficiency

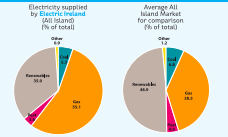
For details on how you can improve energy efficiency in your home visit www.electricireland.ie/EEI. You can obtain independent consumer advice from SEAI on available energy efficiency improvement measures, comparative embodied profiles and objective technical specifications for energy-saving equipment.

Do Ratings as Gaslight

Ma installations uairín rannas a tháinig i dtír na hÉireann, áfach, ní raibimid dráig uairín (Electric Ireland níl gléas) ar 1800 372 372, agus beidh slataín ar seoin a dhéanamh arís.

Electric Ireland Fuel Mix Disclosure Label

Applicable period January 2018 to Dec 2018



Environmental Impact
Electric Ireland 345g per kWh
All Landed Avg 281g per kWh

Your specific fuel mix may differ to the fuel mix shown because Electric Ireland offers green source products. For information on your fuel mix and on the environmental impact of your electricity supply visit www.electricireland.ie, or for further details call 1800 372 372