

Your bill has a new look

We've redesigned your bill to make it quicker and easier to understand based on customer feedback.

The new design helps make important information easier to find, with clearer language and simpler explanations throughout.

Our new bill has been reviewed and approved by independent experts, Plain Numbers, as a clear communication.



It's now easier to:



See how much you need to pay



Understand the costs included in your bill



Know what you need to do next

Everything you need to know, at a glance

We've brought the most important information together on the first page, making it quicker and easier to find.

Your account number
and address.

The dates your
bill covers.

How to get in touch
if you need help.



Call free anytime if you **small gas** - 0800 11 999
or have a **power cut** - 105

Mr B Butterfly
1
Street
City
AA11 2BB

Hi Bruce, here's your gas
and electricity bill

Your account number: 0000 0000 000
for 1 Street, City AA11 2BB

We created your bill on 28th June 2024

It covers the energy you used from:
29th May 2024
to
28th June 2024 (This is 31 days)
Turn the page to see how we worked out your bill.

We're here to help

Chat to us each day from 7am to 11pm at
scottishpower.co.uk/chat
Or call us on
0345 270 0700
Monday to Friday, 9am to 5pm

Plain Numbers

Certified ✓✓✓✓
SC0126824246

Approved by
Plain Numbers
as a clear
communication

Thanks for being a ScottishPower customer

Please
pay
£127.86
by
12th July 2024

How can I pay my bill?

- Online at scottishpower.co.uk/payments
- In the ScottishPower App
- By phone, call free 0800 001 5115, anytime
- Use the barcoded payment slip - see last page

Important: you need to pay the full amount shown on this bill. If you pay late, we may charge fees (see **Additional charges** section). If you're struggling to pay or want to spread your payments, see our **Payment support options** on the last page.

Am I paying for the energy I've actually used?

Yes - this bill is based on **actual readings** from your meter, either sent by your smart meter or given by you. That means your bill is accurate and based on what you've really used.

Want to check your readings, or send one?

You can do this online at scottishpower.co.uk/entermeterreads, in the ScottishPower App, or by calling us free on 0800 027 8000 anytime.

How can I pay less next time?

By changing your tariff or the way you pay, you could **save around £135** a year. Plus, you could use cheaper electricity at selected times, earn rewards or charge your EV for less. See **How can I pay less?** to find out more.

Emergency information,
if and when you need it.

What you need
to pay and when.

Ways to pay your bill.

Whether your bill is
based on the readings
from your meter or if
we've estimated how
much you've used.

How you could pay
less, and where
to find out more.

Page 1 of 7

How we work out your bill

This page clearly shows how much energy you've used, what it cost, and how we worked out your bill.

A summary of your bill including payments you've made, any charges, and what that means for you.

Explains how gas and electricity costs are worked out.

Shows how much energy you used and what it cost.

How much gas and electricity you used and what it cost

From 29th May to 28th June 2024

You need to pay **£127.86** for your gas and electricity by 12th July 2024

How we've worked it out

At the start of this bill, you owed £133.99

Payments you made

You paid £135.00 on 28th May 2024 - thank you

That leaves £1.01 on your account

Your new costs

We then added your new costs of **£128.87**, made up of:

- Gas and electricity costs: £122.73
- VAT at 5%: £6.14

Your total to pay **£127.86**

Understanding your gas and electricity costs

Each detailed cost section shows:

- How much gas and electricity you used
- The price per unit (kilowatt-hour or kWh)
- The price per day (standing charge) - this is a fixed amount paid each day to keep your energy supply running

The costs shown in each section don't include VAT. We've added VAT and worked out your final total in the section above. If anything feels unclear, we're here to help.

Government discount applied to your bill

Your energy bill will be discounted following action taken by the UK Government in the 2025 Budget. You can find more information at gov.uk/your-energy-bill

Your electricity costs in detail

Between 28th May and 28th June 2024 you used **£97.75** of electricity

This is made up of:

- £77.39 - for 322 kWh at 24.033p per kWh
- £20.36 - for 31 days at 65.680p per day

Here are the meter readings we used to work it out

You used 322 units (kWh)

- 7562 on 28th May (you gave us this reading)
- 7884 on 28th Jun (you gave us this reading)

Your gas costs in detail

Between 28th May and 28th June 2024 you used **£24.98** of gas

This is made up of:

- £14.59 - for 244.35 kWh at 5.972p per kWh
- £10.39 - for 31 days at 33.530p per day

Here are the meter readings we used to work it out

You used 22 units, which works out as 244.35 kWh (using a calorific value of 39.1)

- 1704 on 28th May (you gave us this reading)
- 1726 on 28th Jun (you gave us this reading)

Did you know?
Gas is measured in units, then converted into kilowatt-hours (kWh) using a calorific value - this shows how much energy is in each unit. See [How we convert your gas units into kWh](#) for details.



You used 322 kWh of electricity this period - **75 kWh more** than the same time last year.



You used 244 kWh of gas this period - **65 kWh more** than the same time last year.

Shows how much you need to pay and by when.

Shows if you're using less, more, or about the same energy as this time last year.

Find ways to save on your energy bills



Your bill shows you other ways to make savings on your energy costs.

Your tariff details, how much energy you've used and how much it costs a year.

How can I pay less?

There are a few ways you could save money on your energy bills.



We've found better deals for you. **For electricity**, you could save around **£91* a year** with our Help! Best Cancer Flexi Aug 2025 TMI tariff. Or you could save around **£69* a year** with our Standard tariff. **For gas**, you could save around **£44* a year** with our Standard Online tariff. These savings are available when you switch your tariff and pay by Direct Debit.

Good to know – if a better tariff comes along, you can switch without paying exit fees. View our tariff options at scottishpower.co.uk/changemytariff or in the ScottishPower App. If you don't find a tariff you like, you can always switch supplier.



Did you know Direct Debit is one of our cheapest ways to pay for your energy? It lets you spread your costs evenly throughout the year, so you pay the same amount each month – which could help make budgeting easier.

To start saving, visit scottishpower.co.uk/directdebitapply with your bank details ready. Or use the ScottishPower App: log in, select **Change your tariff**, and follow the steps.



Small changes at home can make a big difference.

- **Get a smart meter** to track your energy use and costs. Book today at scottishpower.co.uk/smartbook
- **Try our Energy Insights**** tool in the ScottishPower App. It shows which appliances use the most energy, helping you spot patterns and stick to your budget. Learn more at scottishpower.co.uk/energy-insights
- **Get energy-saving tips** and simple ways to use less energy at scottishpower.co.uk/energy-efficiency or call us on **0800 332 333**, Monday to Friday, 9am to 5pm.



Being a ScottishPower customer comes with more ways to cut costs:

- **Power Saver** – choose when you switch on half-price electricity* at selected times throughout the week
- **My ScottishPower Rewards** – earn points for being a customer and get money off your bill*
- **EV Optimise** – add free to most tariffs* helping you smart charge your electric vehicle for less, day or night

Tell me more about my tariff

Here are the details for your current tariff or you can scan the QR codes below. Knowing your energy use and estimated yearly costs could help you budget, compare tariffs and feel confident about switching.

	Electricity	Gas
Your tariff name	Standard	Standard
Your tariff type	Variable Price	Variable Price
How you pay	Monthly Bill	Monthly Bill
Early exit fee	*Your tariff has no exit fee.	*Your tariff has no exit fee.
Your tariff end date	*Your tariff has no end date.	*Your tariff has no end date.
Energy you've used over the last year	3,802 kWh	9,894 kWh
Estimated yearly costs* (rounded to the nearest pence)	£126	£691

Not sure if you're on the right tariff?
Scan to find out.

*This is based on the energy you've used over the last year (not including any money you currently owe or have overpaid). The amount you pay will change if you use more or less energy. If your tariff prices change or if you switch to a different tariff. *Savings, if shown, are based on how much energy you currently use and the tariff prices that were current on 28th June 2024. They don't include any future price changes. **Energy Insights tool is for smart meter customers who share half-hourly readings. May be charged in future. Exclusions, eligibility and T&Cs apply. scottishpower.co.uk/energy-insights You'll pay your normal electricity unit rate and daily standing charge initially. We'll then take the amount you saved during your chosen days off your bill. Each day is split into hourly slots, offering either half price or 20% off your electricity. Each week you can choose from 180 hours of half price slots and 60 hours of 20% off. To be eligible for your chosen slots, you need to be on a smart meter and have a smart meter that sends half-hourly readings to take part in Power Saver events. Exclusions, eligibility and T&Cs apply. scottishpower.co.uk/power-saver offer. **My ScottishPower Terms and Conditions and exclusions apply. Find out more at scottishpower.co.uk/my-scottishpower or call 0800 332 333. EV Optimise to most tariffs for EVs using the app (including our Time of Use tariffs, such as EV Saver, Heat Pump Saver and Solar Saver). You'll pay your normal electricity unit rate. We'll credit your bill later. Exclusions, eligibility and T&Cs apply. scottishpower.co.uk/ev-optimise

We're here to help

If you're finding it difficult to pay your bill, or need help with your account, you can:



Chat with us online at scottishpower.co.uk/chat



Call us on **0345 270 0700**
Monday to Friday
9am to 5pm



Visit our support centre for frequently asked questions and helpful videos at scottishpower.co.uk/support



We're founding members of Energy UK's Vulnerability Commitment, which aims to provide focused support for vulnerable households.