



Eich bil ar ei newydd wedd

Rydyn ni wedi ailddylunio'ch bil yn seiliedig ar adborth gan gwsmeriaid i'w wneud yn gyflymach ac yn haws ei ddeall.

Mae'r dyluniad newydd yn ei gwneud hi'n haws dod o hyd i wybodaeth bwysig, gan ddefnyddio iaith fwy clir ac esboniadau symlach drwyddo draw.

Mae ein bil newydd wedi cael ei adolygu a'i gymeradwyo gan yr arbenigwyr annibynnol, Plain Numbers, fel gohebiaeth glir.

Bellach, mae'n haws i:



Weld faint mae angen i chi ei dalu



Deall y costau sydd wedi'u cynnwys yn eich bil



Gwybod beth mae angen i chi ei wneud nesaf

Cipolwg ar bopeth y mae angen i chi ei wybod

Rydyn ni wedi casglu'r wybodaeth bwysicaf ynghyd ar y dudalen gyntaf, fel y gallwch ddod o hyd iddi'n gyflymach ac yn haws.



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**

**Please
pay
£127.86
by
12th July 2024**

**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

**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.

**Plain Numbers**
Certified ✓✓✓✓
SC0126824246

Approved by
Plain Numbers
as a clear
communication

Thanks for being a ScottishPower customer

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Gwybodaeth frys, os a phryd y bydd arnoch ei hangen.

Faint y mae angen i chi ei dalu a phryd.

Ffyrdd o dalu eich bil.

P'un a yw'ch bil wedi'i seilio ar y darlleniadau o'ch mesurydd neu os ydym wedi amcangyfrif faint rydych wedi'i ddefnyddio.

Sut y gallech chi dalu llai, a ble i gael gwybod mwy.

Rhif eich cyfrif a'ch cyfeiriad.

Y dyddiadau sydd dan sylw yn eich bil.

Sut i gysylltu â ni os bydd arnoch angen help.

Sut rydyn ni'n cyfrifo'ch bil

Mae'r dudalen hon yn dangos yn glir faint o ynni rydych chi wedi'i ddefnyddio, beth oedd ei gost, a sut y cyfrifon ni eich bil.

Crynodeb o'ch bil,
gan gynnwys taliadau
rydych wedi'u gwneud,
unrhyw daliadau a godir,
a beth mae hynny'n ei
olygu i chi.

Mae'n esbonio sut mae
costau nwy a thrydan yn
cael eu cyfrifo.

Mae'n dangos faint o
ynni a ddefnyddioch chi
a beth oedd ei gost.

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

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.

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)



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

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)



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

Mae'n dangos faint y
mae angen i chi ei dalu ac
erbyn pryd.

Mae'n dangos os ydych
yn defnyddio llai, mwy
neu tua'r un faint o ynni â'r
un adeg y llynedd.

Dewch o hyd i ffyrdd o arbed ar eich biliau ynni



Mae eich bil yn dangos ffyrdd eraill i chi o arbed costau ynni.

Manylion eich tariff, faint o ynni rydych wedi'i ddefnyddio a faint yw ei gost fesul blwyddyn.

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 **£97* 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 332 233**, 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)	£1,026	£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. **Bargains, 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 25% off of your electricity. Each week you can choose from 18 hours of half price slots and 10 hours of 25% off slots. 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/terms ScottishPower customers can add EV Optimise to most tariffs by using the app. Excluding 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

Rydyn ni yma i helpu

Os ydych yn cael trafferth talu eich bil, neu os oes arnoch angen help gyda'ch cyfrif, fe allwch:



Sgwrsio â ni ar-lein yn scottishpower.co.uk/chat



Ein ffonio ni ar **0345 270 0700**
o ddydd Llun i ddydd Gwener,
9am tan 5pm



Ymweld â'n canolfan gymorth ar gyfer cwestiynau cyffredin a fideos defnyddiol yn scottishpower.co.uk/support



Rydyn ni'n un o aelodau sefydlol Ymrwymiad Bregusrwydd Energy UK, sy'n ceisio rhoi cymorth penodol i aelwydydd agored i niwedd.