

# Understanding your energy bill



This fact sheet has been developed by the Walsall Energy Action Project to help give a better understanding your energy bill to help ensure you're not paying more than you need for the energy you use. For more information please visit one of our partner community hubs, where you can find help and support and access one of our libraries of inspiration.

## What is domestic energy?

Domestic energy is energy used in the home. For instance, for lighting, cooking, heating, and powering devices. It is usually provided to households in the form of **electricity** or **gas**.

In most cases in the UK, the energy we use in our homes is recorded by **energy meters**, and measured in **kilowatt hours (kWh)**.

Many of our household appliances are rated in watts and kilowatts, and that is the amount of energy that is required to power them.

### What the kilowatt??

A **watt** is the unit we use to measure electrical **energy**; just like a meter is a unit we use to measure distance.

The word **kilo** comes from Greek and is another word for **1000**.

This means that a **kilowatt** is just another word for **1000 watts**; just like kilometer is another word for 1000 meters.

So 1 kilowatt hour, is 1000 watts over one hour of time.



## Energy Bill Explained

To understand your gas or electricity bill, there are three things you should check for:

- That you're details are correct and that you're being billed for the right amount.
- That you're not building up any debt.
- If there's a cheaper tariff you can move to.

1. Your account / customer number.
2. Date of the bill and billing period.
3. Balance from the last bill / statement.
4. Payment received from last bill / statement.
5. Previous bill balance.
6. Charges for this period including VAT.
7. New account balance. This is what is you owe, or are owed.
8. What do I pay? Either what you owe or direct debit amount.
9. Personal projection. Estimate annual gas / electricity usage.
10. Cheaper tariffs available with current supplier.

Mr G Smith  
123 Fore Street  
Newtown NT3 5ZZ

1 Account number 1234 0000 789  
2 Bill date 16 February 2022

**Your gas and electricity bill**  
Period: 10 November 2021 – 15 February 2022

Need help?  
Call 0845 000 246  
Mon - Fri: 07.00 - 20.00  
Saturday: 08.00 - 18.00  
Sunday: 08.00 - 12.00  
Please have your customer reference number handy when you call us

3 Last period  
Balance on last statement (10 Nov 2022): £10.50 in debit  
Payments received: 4 £273.00 in credit  
Direct Debit 25 November 2021: £91.00  
Direct Debit 27 December 2021: £91.00  
Direct Debit 25 January 2022: £91.00  
5 Your account balance on 14 February 2022: £262.50 in credit

6 This period  
Previous account balance: £262.50 in credit  
Charges for this period (including VAT): £304.78  
7 Your new account balance: £42.28 in debit

8 Your actual meter reads:  
Gas: 8780  
Electricity: 19151

What do I pay?  
£91  
Your next monthly payment of £91.00 will be taken on 25th February 2022. You don't have to take any action.

9 Could I pay less?  
Your Personal Projection for the next 12 months for gas is £582.54, and for electricity is £475.23 (based on your annual consumption, tariff prices, discounts and VAT).

10 Electricity  
Our cheapest overall tariff  
Online Fixed Saver September 2024  
Estimated annual saving: £43

Gas  
Our cheapest overall tariff  
Online Fixed Saver September 2024  
Estimated annual saving: £56

Example of an household energy bill. Image courtesy of the Centre for Sustainable Energy. <sup>(1)</sup>

If you would like to learn more about your energy bills, please get in touch with a member of the weap team who will be able to offer support and guidance.

## Could you be paying less?

It is a legal requirement for each energy supplier to let you know if you could be paying less, and this will be printed on your bill.

There are two main costs that are included on your electricity and gas bill. They are:

-**unit rates** (price charged per kWh of energy)

-**standing charges** (the amount per day your energy provider charges to provide their service)

Energy suppliers compete with each other to offer you, the customer, the best price to gain your business.

The price energy suppliers pay for the energy they sell us changes over time, meaning the price they offer us also changes. Knowing what you are currently paying for each unit, and your standing charge is important to know if you're paying more than need to.

There are many switching and comparison websites available to help you find the best prices available online.

### Average electricity and gas price in the Midlands region per kWh (Jan - April 2025) <sup>(2)</sup>

	Unit rate	Standing Charge
<b>Electricity</b>	24.19p	63.60p
<b>Gas</b>	6.30p	31.67p

## Additional support

The price we pay for the energy in our homes has risen sharply in recent times, and through no fault of our own, many people are now struggling to afford to be able to keep their homes warm.

If you require help, support or advice on your energy bill you should contact your energy supplier, additionally one of the organisations listed below may be able to offer further help and

<b>Citizens Advice</b>	<b>0808 223 1133</b>	<b><a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a></b>
<b>Local Area Advice Partnership (LEAP)</b>	<b>0800 060 7567</b>	<b><a href="http://applyforleap.org.uk">applyforleap.org.uk</a></b>
<b>Act on Energy</b>	<b>0800 988 2881</b>	<b><a href="http://www.actonenergy.org.uk">www.actonenergy.org.uk</a></b>
<b>National Energy Action</b>	<b>0800 304 7159</b>	<b><a href="http://www.nea.org.uk">www.nea.org.uk</a></b>
<b>Better Homes Better Health</b>	<b>0800 107 0044</b>	<b><a href="http://www.bhbh.org.uk">www.bhbh.org.uk</a></b>
<b>Energy Saving Trust</b>	<b><a href="http://energysavingtrust.org.uk/energy-at-home/">energysavingtrust.org.uk/energy-at-home/</a></b>	

## Find out more

Our aim for the WEAP is to build a sustainable, climate-resilient and net-zero Walsall **together**. We are offering free 1-2-1 Energy and Climate Advice sessions and free Home Energy Advice visits.

If you would like to find out more about ways you can reduce your carbon footprint and save energy at home, please contact your nearest partner hub below.

### WEAP Partner Community Hubs

**Ryecroft Community Hub**, WS3 1TR

Tel: **01922 626693**

**Darlaston All Active**, WS10 8AA

Tel: **0121 568 6144**

**Aaina Community Hub**, WS1 3BS

Tel: **01922 644006**

**Nash Dom CIC**, WS1 4AL

Tel: **01922 616444**

**Brownhills Community Association**, WS8 7JS

Tel: **01543 452119**

**Bloxwich Library / Launchpad**, WS3 2DA

**[weap@walsall.gov.uk](mailto:weap@walsall.gov.uk)**

#### Sources

1. Centre for Sustainable Energy - Understanding your gas or electricity bill [www.cse.org.uk/advice/understanding-your-gas-or-electricity-bill/](http://www.cse.org.uk/advice/understanding-your-gas-or-electricity-bill/)

2. [www.uswitch.com/gas-electricity/guides/regional-energy-prices/](http://www.uswitch.com/gas-electricity/guides/regional-energy-prices/)