

Your bill explained



- 1 This is your Customer Reference Number. You will be asked for this number when you contact us.
- 2 Your account balance is the total amount of money owed, either to Metropolitan or to you. The word "debit" or "credit" will appear to the left of the sum to show this.
- 3 The summary of account displays how your account balance was calculated. This includes your previous balance, the payments you've made since, and the new charges from this bill.
- 4 This confirms the date your payment is due and how we will collect payment.
- 5 This box shows the past 6 payments you have made to Metropolitan.
- 6 If you pay by Direct Debit, this will show a forecast of your future payments over the next 6 months.

Customer name
Address one
Address two
Address three
Postcode

Bill reference number xxxxxxxx
Customer account number xxxxxxxx
Date 22-09-2021

For the heating and hot water services to Full supply address

Charges this period: (22-06-21 to 22-09-21) (Debit) £148.50

Account Balance: (Debit) £274.66

As you've signed up to pay by Direct Debit, you don't need to do anything.

SUMMARY OF ACCOUNT

Balance owed from your last bill	(Debit) £658.73
Payments made since last bill	(Credit) £540.00
New charges from this bill	(Debit) £148.50
VAT	(Debit) £7.43
This bill's charges including VAT	(Debit) £155.93
Account Balance	(Debit) £274.66

This is not a tax invoice.
Your direct debit payment amount of £180.00 will be collected on the 1st of the month. Please contact us on 02920 100346 if you have any queries regarding the balance of your account.

Your previous payments

Date	Amount
1st September 2021	£180.00
2nd August 2021	£180.00
1st July 2021	£180.00
1st June 2021	£180.00
4th May 2021	£180.00
1st April 2021	£180.00
Total payments received	£1,080.00

Future Direct Debit payments

Thanks for continuing to pay by Direct Debit. You are receiving an annual discount by choosing this payment method.

Date	Amount
1st November 2021	£180.00
1st December 2021	£180.00
4th January 2022	£180.00
1st February 2022	£180.00
1st March 2022	£180.00
1st April 2022	£180.00

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7 This shows the billing period for this bill, the meter readings we have for you, and the number of days the bill relates to. This will be used to work out how much you owe to Metropolitan.

8 This shows the volumetric charges for the services you take from us.

Volumetric charges relates to the amount of heating you have used in cubic meters per day. This is multiplied by the charges Metropolitan have set to give an overall amount.

9 This shows the standing charges for the services you take from us.

Standing charges relates to a daily charge that covers the maintenance of Metropolitan's heat network supplying your home.

10 This bar graph shows your monthly usage over the last 12 months. This gives a visual representation of how your heat usage changes over the seasons.

11 This bar graph tracks your average usage per day in kilowatt-hours, over the last 18 months (divided into 6 monthly periods).

How we have worked out your statement

Meter serial number: XXXXXXXX

Billing Period

Date: 22-06-2021	69074 (Actual)
Date: 30-06-2021	69185 (Actual)
Kilowatt hours used:	111
Days between readings:	8

Date: 01-07-2021	69185 (Actual)
Date: 22-09-2021	70285 (Actual)
Kilowatt hours used:	1100
Days between readings:	84

Volumetric charges (per kWh)

Heating

111 Kilowatt Hours	x	£0.0610 per kWh	=	£6.77
1100 Kilowatt Hours	x	£0.0610 per kWh	=	£67.10

Total volumetric charges = £73.87

Standing charges (daily charge)

Heating

8 days	x	£0.8051 per day	=	£6.44
84 days	x	£0.8118 per day	=	£68.19

Total standing charges = £74.63

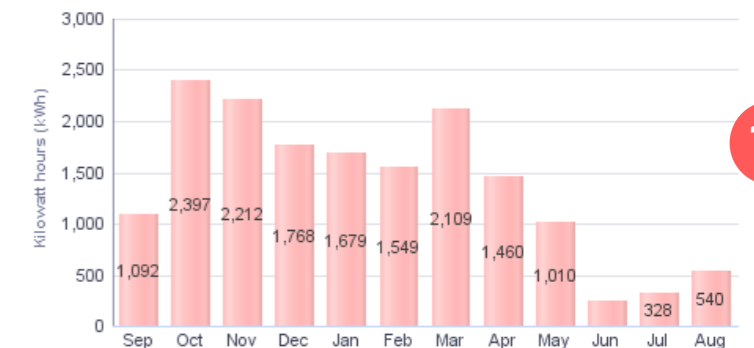
Total Charges = £148.50

How much is used on average each year in the UK?

Average amount in kilowatt hours

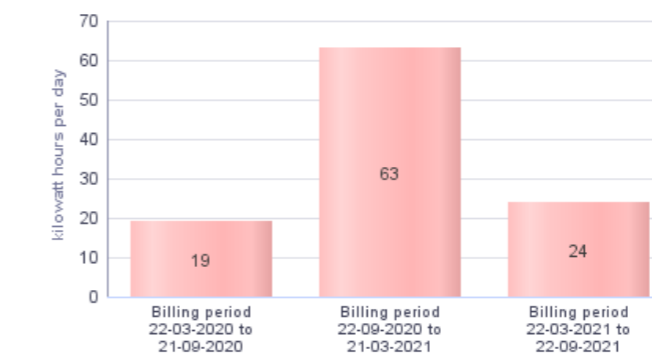
Property Type	Average annual usage
1 bedroom house	2,500 kWh
2 bedroom house	3,750 kWh
3 bedroom house	4,700 kWh
4 bedroom house	6,000 kWh
5 bedroom house	7,000 kWh
6 bedroom house	8,000 kWh

Your usage over the last 12 months is 16388kWh



The average amount of heating and hot water you use

The graph below shows how many kilowatt-hours of heating and hot water you use each day. You may use more heating and hot water at certain times of the year (for example, in the winter when it gets colder outside.)



How to use heat wisely at home

- Read your meter regularly, this means you can keep up to date with how much heat you are using.
- Don't block your radiators, for example don't dry laundry on the radiators and don't obstruct them with furniture.
- Make sure to turn the heat off when you are not in your home.
- Turn down the thermostats in rooms that are not being used, for instance spare rooms.
- Make sure to close your curtains at night. This will help to reduce heat loss and keep cold air at bay.
- Mend dripping taps - a dripping tap can fill a bath in a day and if it is the hot water tap then water is being heated unnecessarily.