

How do I know if my bill is estimated?

You can check if your bill is estimated in two ways :-

1. The easiest way is to look at the front page of your bill. Underneath your address you'll see either a thumbs up or a thumbs down picture.



A **thumbs up** means we have billed you to an actual meter reading. This is great – you're paying the right amount for the energy you're using.



A **thumbs down** means we have billed you to an estimated meter reading. **This is not ideal – you could be paying too much or too little for your energy.**

2. You can also check by looking at the back of your bill. In the section that explains your statement, you'll find two sets of digits. The first digit is your last meter reading and the second is your current reading. You're billed for the difference between the two. And if there's an (E) after the second set of digits, your bill is estimated.

The below example shows that the reading of 12187 (E) for 28th August is an estimate.

YOUR ELECTRICITY USAGE

Meter: S75C30608	Reading last time	Reading this time	Units
Unrestricted units	11362	12187(E)	825

Why is my meter reading estimated?

We try to visit your home every six months to take a meter reading. If for one reason or another, we're not able to get one, we use an estimate. We base estimate readings on a number of things including:

- The amount of energy you've used in the past
- The average amount of energy used by customers with similar usage patterns
- Whether it's summer or winter

Can I give you a reading?

Yes, by giving us a meter reading, your bills will reflect an accurate amount of energy you're using. You won't be paying too much and you won't be faced with surprisingly higher bills at a later date. You can update your meter reading online or call our free Meterline service on **0800 220 995** – it is open 24 hours a day, 7 days a week. We'll update the meter readings and get a new bill to you within 7 days.

Excerpt from Hydro website www.hydro.co.uk