



Residential Gas

# Your Electric Ireland Pay As You Go Gas Statement

A simple guide to  
help you understand

[electricireland.ie](http://electricireland.ie)

**electric  
ireland**

# Getting to know your statement

Your Electric Ireland Pay As You Go Gas Statement is designed to be quick and easy for you to understand.

Please note that statements are for information purposes only and are not a bill. We will send you a minimum of one statement per year and a maximum of three. Your statement will include:

- Total top ups purchased plus a breakdown of each individual top up
- A percentage of your top up will go towards your Gas usage and to your Debt Balance where applicable
- The amount of top ups allocated towards your balance brought forward (debt) or your installation fee (this will always be 25% of each top up, except for where standing charges or emergency credit may have accrued)
- Your outstanding balance to be paid at the end of the statement period
- 100% of each top up will go towards your gas usage once you have paid your installation fee and/or balance
- Information on your consumption (gas usage per kWh)

If you have any questions please call **1850 372 372** Monday to Saturday, 8am to 8pm, or email us at [payg@electricireland.ie](mailto:payg@electricireland.ie) and a member of our customer care team will be happy to help.



### Statement Period

This is the period for which your top up details are shown.

### GPRN Number

The Gas Point Registration Number (GPRN) clarifies your connection to GNI (Gas Networks Ireland) networks and is unique to your current premises. You will need to quote this number if you call GNI with a query.

### Account Number

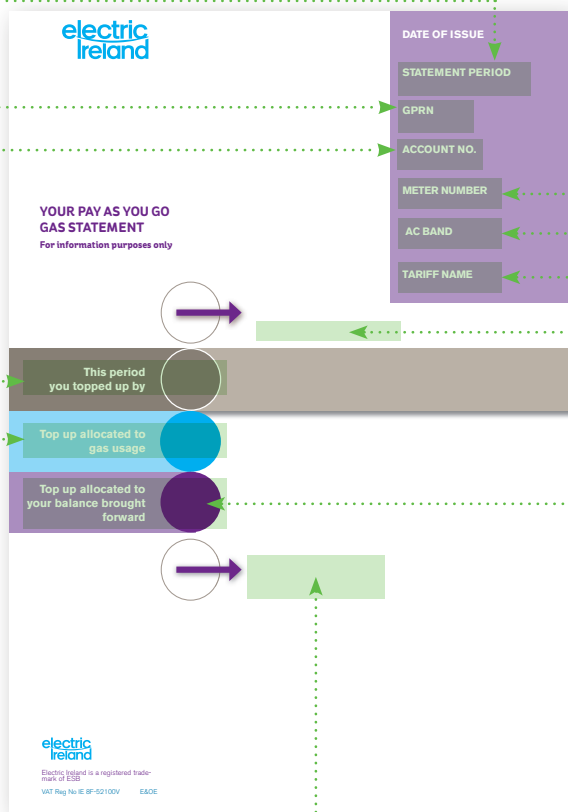
This is your Electric Ireland Gas account number. Always quote this number when contacting Electric Ireland in relation to your Gas account.

### This period, you topped up by

This is the total amount of top ups purchased for the statement period shown.

### Top ups allocated to Gas usage

This is the total amount of top ups made that went towards your Gas usage.



### Meter Number

The Meter Number is for your actual meter. If your meter is replaced, the meter number changes.

### AC Band

Your Annual Consumption (AC) Band is allocated based on your estimated annual usage.

### Tariff Name

This is the name of the Electric Ireland Tariff you are on.

### Balance Brought Forward

This is your balance brought forward from the beginning of this statement period.  
dr = Debit balance (negative)  
cr = Credit balance (positive)

### Top ups allocated to your balance brought forward

This is the total amount of top ups made that went towards your balance brought forward (if any).

### Outstanding Balance

This is your total balance remaining at the end of this statement period.

## Your top up details

This is a breakdown of each individual top up made for the statement period.

## Gas Usage

This is your Gas usage for statement period.

YOUR TOP UP DETAILS for information only NO. OF TOP UPS FOR THIS PERIOD: 7				
Date	Top ups purchased	Top ups allocated to gas usage	Top ups allocated to your balance brought forward	Outstanding balance
15/09/2015	40.00	40.00	0.00	0.00
09/10/2015	10.00	10.00	0.00	0.00
12/10/2015	10.00	10.00	0.00	0.00
16/10/2015	20.00	20.00	0.00	0.00
05/11/2015	20.00	20.00	0.00	0.00
15/11/2015	20.00	20.00	0.00	0.00
29/11/2015	25.00	25.00	0.00	0.00
<b>Totals</b>	<b>€145.00</b>	<b>€145.00</b>	<b>€0.00</b>	<b>€0.00 dr</b>

This is your Gas usage for Statement period above: 1,256 units  
VAT has been applied at 13.5% on this statement.

**Customer Service**  
Please have your account number to hand when you contact us. We can only discuss account information with the account holder. 1850 372 372 Mon-Sat 9am-8pm  
Minicom 1850 372 707 (for hearing impaired customers with Minicom equipment)  
00 353 1 852 9534 (International Customers)  
Email: gas@electricireland.ie  
Address: Electric Ireland, PO Box 841,  
South City Delivery Off ce, Tigher, Cork.

**Emergency**  
For emergencies, supply interruptions, or to report dangerous situations call Gas Networks Ireland: 1850 20 50 50

**Connection & Metering**  
For new connections, alterations to the service or meter position call Gas Networks Ireland: 1850 200 694

**Complaints**  
Call: 1850 372 372  
Email: gas@electricireland.ie  
If not resolved to your satisfaction, please write to Electric Ireland Complaints Facilitator, PO Box 12523, Dublin 9 or email: complainfacilitator@electricireland.ie  
If you have completed the complaints process and you feel your complaint still has not been resolved to your satisfaction, you can contact the Customer Care Team at the Commission for Energy Regulation: 1850 404 404 or email: customer@cecr.ie

**Payment Options**  
You can buy credit for your Pay As You Go meter at any An Post office, PostPoint or Payzone retail outlet. Visit [www.anpost.com](http://www.anpost.com) or [www.payzone.ie](http://www.payzone.ie) to find your nearest outlet and opening times.

**Only top ups made in an authorised An Post, PostPoint or Payzone retail outlets will be reflected on your statement.**

**Carbon Tax**  
From the 1st May 2012 the rate of carbon tax levied is 0.370 cent/kWh consumed.

**Do bhail as Gaeilge**  
Má theastaíonn uait do ráltais a fháil i nGaeilge, sheol ríomhphoist chuig [eoas@electricireland.ie](mailto:eoas@electricireland.ie) nó glaoigh ar 1850 372 372, agus beirid sísta an sócrú sin a dhéanamh duit.