

# Ofgem RMR consultation visuals

## Prescribed content

### About this document

This document contains prescribed content samples for:

- Annual Statement
- Bill summary box
- Price Increase Notification
- Tariff Information Label

Sample documents have been provided for a non-existent energy company 'YourPower' to help illustrate what content and formatting is prescribed, and the nature/degree of prescription. These samples provide context only – they don't necessarily demonstrate how each document might appear.

**A** **YourPower**  
ENERGY FOR YOU AND YOURS

Mr A Jones  
4 Scenario Street  
Sample Ville  
SAMPLE

Any questions after reading your summary?  
[Visit yourpower.co.uk](#)  
 Or call 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)

Your account number:  
123 123 123 123  
 Summary date:  
15 Jan 2012  
 Supply address:  
4 Scenario Street  
Sample Ville  
SAMP VLE

Questions?  
 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)  
[www.yourpower.co.uk](#)

Your Power, Head Office,  
12 Sample Street,  
Sample TownXXXX99 0XX

**B** Mr Jones,

### Your annual electricity summary

For 01 January 2011 to 01 January 2012

This is important information about your electricity usage and tariff – we hope you find it helpful. You can use this information to compare your current tariff with others that are available, either from us, or from other suppliers. Please keep this summary for your records.

See below and overleaf for more information on switching your supplier or tariff →

**C** **Your electricity usage summary**

Over the last 12 months you've used 3,900 kWh (including estimated readings). Your total costs were £525.89.

Based on your current tariff and usage, your personal projection for the next 12 months is £520.89.

Based on our current prices and our latest changes, the VAT, if the price of your tariff changes or you change your tariff to the cheapest you use, this forecast will change too.

**D** **Could you pay less?**

**Our cheapest similar tariff**  
 Name: Clear and Simple  
 You could save: £XX.XX

**Our cheapest overall tariff**  
 Name: Online Saver  
 You could save: £XX.XX

Please note that switching tariffs may involve changing to materially different terms and conditions.

For more information on switching your tariff see overleaf.

**YourPower**  
ENERGY FOR YOU AND YOURS

Mr A Smith  
1 Scenario Street  
Sample Ville  
SAMPLE

Any questions after reading your summary?  
[Visit yourpower.co.uk](#)  
 Or call 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)

Your account number:  
123 123 123 123  
 Summary date:  
15 Jan 2012  
 Supply address:  
4 Scenario Street  
Sample Ville  
SAMP VLE

Questions?  
 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)  
[www.yourpower.co.uk](#)

Your Power, Head Office,  
12 Sample Street,  
Sample TownXXXX99 0XX

### Your electricity bill

Dear Mr Smith,

**Could you pay less?**

Your personal projection £XX.XX per year. This is based on your actual consumption for your tariff and the current price.

**Our cheapest similar tariff**  
 Name: Clear and Simple. You could save: £XX.XX

**Our cheapest overall tariff**  
 Name: Online Saver. You could save: £XX.XX

Please note that switching tariffs may involve changing to materially different terms and conditions. Call us or visit our website for details.

**Remember – it might be worth thinking about switching your tariff or supplier.**

For impartial advice visit [advice.org.uk](#) or call 0800 891 0286.

For more information on switching your tariff see overleaf.

**YourPower**  
ENERGY FOR YOU AND YOURS

Mr A Smith  
2 Sample Street  
Sample Ville  
SAMPLE

Any questions after reading your summary?  
[Visit yourpower.co.uk](#)  
 Or call 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)

Your account number:  
123 123 123 123  
 Summary date:  
15 Jan 2012  
 Supply address:  
4 Scenario Street  
Sample Ville  
SAMP VLE

Questions?  
 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)  
[www.yourpower.co.uk](#)

Your Power, Head Office,  
12 Sample Street,  
Sample TownXXXX99 0XX

02 November 2011

Dear Mr Smith,

### Your energy prices are increasing from 01 December 2011

Due to an increase in wholesale prices, from 01 December 2011, the price you pay for your electricity and gas is increasing. Your standing charges will remain the same. Here's a breakdown of how your prices are changing.

Your new prices		Current prices until 30 Nov 2011	New prices after 01 Dec 2011	Increase in cost
Electricity	Standing charge (per day)	£XX.XX	£XX.XX	£XX.XX
	Unit rate (per kWh)	£XX.XX	£XX.XX	£XX.XX
Gas	Standing charge (per day)	£XX.XX	£XX.XX	£XX.XX
	Unit rate (per kWh)	£XX.XX	£XX.XX	£XX.XX

All charges exclude 6% VAT, which will be added to your total bill.

Help us cut down on the price increase and other you, according you continue to use the same amount of energy.

Your personal projection for the year		Current prices until 30 Nov 2011	New prices after 01 Dec 2011	Increase in cost
Electricity	£XXX.XX	£XXX.XX	£XXX.XX	£XXX.XX
Gas	£XXX.XX	£XXX.XX	£XXX.XX	£XXX.XX

Your personal projection includes your standing and VAT but does not include taxes.

**Could you pay less?**

Remember, it might be worth thinking about switching your tariff or supplier.

We may be able to help you save money with one of our other tariffs.

**Our cheapest similar tariff** 'xxxx' tariff. You could save £xx.xx

**Our cheapest overall tariff** 'xxxxx' tariff. You could save £xx.xx

Call us or visit our website for details.

Please note switching tariffs may involve changing to materially different terms and conditions.

For impartial advice on switching tariff or supplier visit [advice.org.uk](#) or call the Citizens Advice consumer helpline on 0800 891 0286.

You can also cut your costs by using less energy. For advice on how to save energy, contact the Energy Saving Advice Service on 0800 123 1234.

Visit our website for more information about our tariff and your total bill costs.

**YourPower**  
ENERGY FOR YOU AND YOURS

Mr A Smith  
2 Sample Street  
Sample Ville  
SAMPLE

Any questions after reading your summary?  
[Visit yourpower.co.uk](#)  
 Or call 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)

Your account number:  
123 123 123 123  
 Summary date:  
15 Jan 2012  
 Supply address:  
4 Scenario Street  
Sample Ville  
SAMP VLE

Questions?  
 0800 123 1234  
(Mon-Fri 9am-5pm, Sat 9am-2pm)  
[www.yourpower.co.uk](#)

Your Power, Head Office,  
12 Sample Street,  
Sample TownXXXX99 0XX

### Your tariff information

**About your electricity tariff**

Supplier	YourPower
Tariff name	YourPower Fixed Renewables
Tariff type	Green, Fixed price
Payment method	Direct Debit
Unit rate	14.61p per kWh
Standing charge	17.41p per day
Tariff ends on	18 February 2011
Price guaranteed until	18 February 2011
Exit fees if you cancel this tariff before the end date	£50.00
Discounts and additional charges	No discounts
Additional products or services included	Loyalty points

**Illustrative electricity cost on this tariff**

Assumed annual consumption	3,300 kWh
Estimated annual cost	£525.89
Tariff Comparison Rate (TCR)	15.1p per kWh

Estimated costs include VAT and are based on current prices for the tariff chosen above.

### Frequently asked questions

- **What is a kWh (kilowatt-hour)?**  
A kWh stands for kilowatt hour – the unit used to measure energy use. 1 kWh will power a 40 watt light bulb for 25 hours.
- **What is the Tariff Comparison Rate (TCR)?**  
TCR is a rate per kWh that allows you to compare your tariff to other tariffs by taking account of the unit rate and standing charge.
- Up to three additional frequently asked questions

# Annual Statement

Zones and prescribed content – page 1

## A

### YourPower

ENERGY FOR YOU AND YOURS

Any questions after reading your summary?

Visit [yourpower.co.uk](http://yourpower.co.uk)

Or call 0800 123 1234  
(8am–6pm Mon–Fri, 8am–2pm Sat)

Mr A Jones  
4 Scenario Street  
Sample Ville  
SAMPLE

Your account number:  
123 123 123 123

Summary date:  
15 Jan 2012

Supply address:  
4 Scenario Street  
Sample Ville  
SAM PLE

## B

Mr Jones,

### Your annual electricity summary

For 01 January 2011 to 01 January 2012

→ This is important information about your electricity usage and tariff – we hope you find it helpful. You can use this information to compare your current tariff with others that are available, either from us, or from other suppliers. Please keep this summary for your records.

See below and overleaf for more information on switching your supplier or tariff →

**Remember – it might be worth thinking about switching your tariff or supplier.**

## C

### Your electricity usage summary

- Over the last 12 months you've used 3,900 kWh (including estimated readings)
- Your total costs were £529.89

Based on your current tariff and usage, your personal projection for the next 12 months is £529.89\*.

\*Based on our current prices and includes some discounts and added charges, like VAT. If the price of your tariff changes or you change your tariff, or the amount you use, this forecast will change too.

## D

### Could you pay less?

Our cheapest similar tariff  
Name: Clear and Simple  
You could save: £XX.XX

Our cheapest overall tariff  
Name: Online Saver  
You could save: £XX.XX

Please note that switching tariffs may involve changing to materially different terms and conditions.

For more information on switching your tariff see overleaf...

## What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

**Zone A:** Supplier and customer information

**Zone B:** Title, purpose of document and switching reminder

**W P** The title wording is fixed: 'Your annual electricity summary' or 'Your annual gas summary'. It should sit within Zone B.

**W P** The wording of this note is fixed, but it can appear in any format or position, as long as it sits within Zone B.

**C P** All this content should sit within Zone B, but the exact wording, position and layout are not prescribed.

**Zone C:** Usage summary

**C W P** A graphical summary of the energy usage over the previous year/two years, and a personal projection of the customer's annual spend on their current tariff should sit within Zone C. The wording of the title 'Your electricity usage summary' is fixed, but the exact wording of the rest of the content and the layout is not prescribed.

**Zone D:** Cheapest tariff messaging

**C W P** Information on cheaper available tariffs from the supplier should sit within Zone D. The wording of the title 'Could you pay less?' is fixed, but the exact wording of the rest of the content and the layout is not prescribed.

# Annual Statement

Zones and prescribed content – page 1

## A

### YourPower

ENERGY FOR YOU AND YOURS

**Any questions after reading your summary?**

Visit [yourpower.co.uk](http://yourpower.co.uk)

Or call 0800 123 1234  
(8am–8pm Mon–Fri, 8am–2pm Sat)

---

Mr A Jones  
4 Scenario Street  
Sample Ville  
SAMPLE

Your account number:  
123 123 123 123

Summary date:  
15 Jan 2012

Supply address:  
4 Scenario Street  
Sample Ville  
SAM PLE

---

## B

Mr Jones,

### Your annual electricity summary

For 01 January 2011 to 01 January 2012

→ This is important information about your electricity usage and tariff – we hope you find it helpful. You can use this information to compare your current tariff with others that are available, either from us, or from other suppliers. Please keep this summary for your records.

See below and overleaf for more information on switching your supplier or tariff →

**Remember – it might be worth thinking about switching your tariff or supplier.**

---

## C

### Your electricity usage summary

- Over the last 12 months you've used 3,900 kWh (including estimated readings)
- Your total costs were £529.89

Based on your current tariff and usage, your personal projection for the next 12 months is £529.89\*.

\*Based on our current prices and includes some discounts and added charges, like VAT. If the price of your tariff changes or you change your tariff, or the amount you use, this forecast will change too.

## D

### Could you pay less?

Our cheapest similar tariff  
Name: Clear and Simple  
You could save: £XX.XX

Our cheapest overall tariff  
Name: Online Saver  
You could save: £XX.XX

Please note that switching tariffs may involve changing to materially different terms and conditions.

For more information on switching your tariff see overleaf...

## What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

**Zone A:** Supplier and customer information

**Zone B:** Title, purpose of document and switching reminder

**W P** The title wording is fixed: 'Your annual electricity summary' or 'Your annual gas summary'. It should sit within Zone B.

**W P** The wording of this note is fixed, but it can appear in any format or position, as long as it sits within Zone B.

**C P** All this content should sit within Zone B, but the exact wording, position and layout are not prescribed.

**Zone C:** Usage summary

**C W P** A graphical summary of the energy usage over the previous year/two years, and a personal projection of the customer's annual spend on their current tariff should sit within Zone C. The wording of the title 'Your electricity usage summary' is fixed, but the exact wording of the rest of the content and the layout is not prescribed.

**Zone D:** Cheapest tariff messaging

**C W P** Information on cheaper available tariffs from the supplier should sit within Zone D. The wording of the title 'Could you pay less?' is fixed, but the exact wording of the rest of the content and the layout is not prescribed.

Ofgem RMR consultation visuals Page 2 of 9

# Annual Statement

## Zones and prescribed content – page 2

### Need independent advice about switching tariff or supplier?

For impartial advice on switching suppliers contact Citizens Advice:  
[adviceguide.org.uk](http://adviceguide.org.uk) ☎ 08454 04 05 06

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons:  
[consumerfocus.org.uk](http://consumerfocus.org.uk)

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply.  
[xxxxxxx.org.uk/consumerchecklist](http://xxxxxxx.org.uk/consumerchecklist)

### You could also reduce your costs by using less energy

Contact Energy Saving Advice Service for impartial advice on how to save energy:  
 ☎ 0300 123 1234

### About your electricity tariff

Tariff details	
Tariff name	Standard
Tariff type	Standard
Payment method	Cash/Cheque
Unit rate	14.01p per kWh
Standing charge	17.41p per day
Tariff ends on	No end date
Price guaranteed until	Does not apply
Exit fees (if you cancel this tariff before the end date)	Does not apply
Discounts and additional charges	No discounts
Additional products or services included	Loyalty points

Estimated electricity cost for you on this tariff	
Your annual consumption (based on your actual consumption)	3,900 kWh
Personal projection (based on current prices and including VAT)	£529.89
Tariff Comparison Rate (TCR)	15.94p per kWh

### Glossary

kWh (kilowatt hour) – one kilowatt of power being used for one hour. It's the same as a 40-watt light bulb being left on for 25 hours. Also known as a 'unit' of energy.

Personal projection – this is based on your actual consumption and is a projection of your future yearly charge. You could compare the personal projection for your current tariff with a personal projection given to you for an alternative tariff by your current supplier, an alternative supplier or a switching site.

Switch – to change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.

Tariff – the package of charges and conditions that a supplier offers you for providing electricity.

Tariff Comparison Rate (TCR) – TCR is a figure that can be used to compare the price of the tariff you are on against alternative tariffs from your current or other suppliers. The TCR is calculated as the estimated yearly bill, divided by the amount of energy used each year by a typical medium user of electricity. The TCR takes account of any standing charge and the unit rates(s) that make up the tariff. The TCR is not based on your personal consumption and should be used as a guide only.

### Key contractual terms

Cancellation fees and arrangements for ending the contract  
 You may end your contract at any time without being charged a cancellation fee, but you must give us 28 days' notice, provide a final meter reading and settle any outstanding debt for electricity.

Other terms

**Discounts**  
 Your tariff includes our [x] discount of [x]. This discount will continue to apply if you continue to meet the following conditions [x]. If we decide to withdraw this discount we will notify you in advance and inform you of your rights.

**Moving house**  
 If you move house you must give us at least 2 days' advance notice or you will continue to be liable for the supply until the earlier of:

- the second working day after you have subsequently notified us of that you have moved house; or
- the date another person begins to own or occupy the premises and starts to consume electricity.

**Additional charges**  
 We may charge you for any additional visits, tests or work carried out at your request. Details of these charges are provided in the enclosed leaflet.

### What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C **Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W **Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P **Position:** the content needs to be positioned in a specific place.
- L **Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

**Zone E:** Impartial advice contact information and energy efficiency prompt

- C P Signposts to energy efficiency advice and consumer switching information should sit within Zone E. The exact wording, position and layout are not prescribed.

**Zone F:** Embedded TIL, Key contractual terms and Glossary

- C L P The Tariff Information Label (TIL) should sit within Zone F. The wording for the headers and row labels is fixed. It should be laid out in a table in the order shown.

- C W P Key contractual terms should sit within Zone F. The wording of the title 'Key contractual terms' is fixed, but the exact wording of the rest of the content and the layout is not prescribed.

- C P Glossary should sit within Zone F. The exact wording, position and layout are not prescribed.





### Additional information

Optataecta prorecum ipsus arumquiat. Emqui tem escimus tibus, conet volorenditem re sit et landit laces abor sinciendi adigendel iunt occupatur millabores modigen disciene prem volor aut qui cullatemque eaquia estrum vit eturiae vellaccaes elique voluta explabo rovid que idem fugianda simolen iminven impera sintore ctiam vid ullandignit dolore volupta tusdam hilibus ad mod et aut int que lique pre non res eum is nienditem dunt. Met lat accati con poremate disquaecet, volorupic to earitatum que omnim doluptasime consecra tenihiciissi di sam, qui vellabo rroribusdae denimin ctupepe rferferuntia denemperem unt aliquam qui odiciusam non con re vellitature, ommolorunt.

Nus sum iligend andiae velitatione incipsam essintur, ut volupta aut velestiur, soles ra nis nonserchit, nobit ma coresti orrunnt optiandit lam in omni ra non nobit molese numet odipsum et atiatu, vel ma volorrori autatur, quis modiplenis ea in nobisci isquide bitatibus volore nis delique simusam est, cusaect iassunt il minctotas pelia ne sincidicitis rem dolorro ipieni dempor sam, cum si inia quiandis rest, et pro omnis eosant evelis quo earcidi tem. Omnis molora vollendi ditat. Cessimus, nulpa secaeese ditatur sendae in consediam, as ea con cupatiam, omnisci cum quis endis et fugiat fugitatem. Ga. Nequisqui dolorerero et et est pedis nullit landebitae nonsecus everum eumque pedi nobis niae la volupta non cupatiant, sandam nis estrum qui dolore sam, sus id qui id mod mos re et parchillita veliquiae perchit mo ius, optat modit quid mos eatur, quantibus eum voluptur mi, eos molore,

### Additional information

Optataecta prorecum ipsus arumquiat. Emqui tem escimus tibus, conet volorenditem re sit et landit laces abor sinciendi adigendel iunt occupatur millabores modigen disciene prem volor aut qui cullatemque eaquia estrum vit eturiae vellaccaes elique voluta explabo rovid que idem fugianda simolen iminven impera sintore ctiam vid ullandignit dolore volupta tusdam hilibus ad mod et aut int que lique pre non res eum is nienditem dunt.

Met lat accati con poremate disquaecet, volorupic to earitatum que omnim doluptasime consecra tenihiciissi di sam, qui vellabo rroribusdae denimin ctupepe rferferuntia denemperem unt aliquam.

### What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

**C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.

**W Wording:** the exact wording shown should be used, but position and layout are not prescribed.

**P Position:** the content needs to be positioned in a specific place.

**L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

**Zone G:** Additional compliance information (if applicable)

# Bill summary box

Prescribed content – page 1

Questions?  
☎ 0800 123 1234  
Lines open 8am–8pm Mon–Fri, 8am–2pm Sat

🌐 www.yourpower.co.uk

📍 Your Power, Head Office,  
12 Sample street, Sample TownXX99 9XX

Mr A Smith  
1 Scenario Street  
Sample Ville  
SAMPLE

## Your electricity bill

**Could you pay less?**

Your personal projection £XX.XX per year.  
This is based on your actual consumption for your tariff and the current price.

**Our cheapest similar tariff**  
Name: Clear and Simple. You could save: £XX.XX

**Our cheapest overall tariff**  
Name: Online Saver. You could save: £XX.XX

*Please note that switching tariffs may involve changing to materially different terms and conditions. Call us or visit our website for details.*

**Remember – it might be worth thinking about switching your tariff or supplier.**

---

For more information on switching your tariff see overleaf...

## What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

**P** The exact position and layout of this module is not prescribed, but it must be grouped together and appear somewhere on page 1.

**W** The wording of this title is fixed.

**C** All content should be included, but exact wording, positioning, and layout is not prescribed.

**W** The wording of this note is fixed.

# Bill summary box

Prescribed content – page 2

Account number: 123 123 123 123 • Bill date: 17 February 2012 • Bill period: 21 Nov 11 – 12 Feb 12 Page 2

### About your tariff

Here's information about your tariff to help you to compare it with others available.

Electricity	
Tariff name	Standard Electricity
Payment method	Cash/Cheque
Tariff end date	No end date
Exit fees (if you cancel before end date)	£xx.xx
Your actual usage in the last 12 months	x,xxx kWh

### About your TCR

Tariff Comparison Rate (TCR):  
xx.xxp per kWh

This is the TCR for your online tariff. You can use your TCR only as a guide to compare the price of electricity tariffs.

The TCR is not an actual price and is based on the consumption of a typical user of electricity (3,300kWh/year) and includes your online discount. The actual prices will depend on your personal consumption.

Call us on xxx or visit our website [www.xxxx.co.uk](http://www.xxxx.co.uk) for details on your tariff and on the calculation of the TCR.

## What's prescribed


All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

- W** The wording of this title is fixed.
- C** All content should be included, but exact wording, positioning, and layout is not prescribed.
- P** The exact position and layout of this module is not prescribed, but it must be grouped together and appear somewhere on page 2.
- L**
- W** The wording of this title is fixed.
- C** All content should be included, but exact wording, positioning, and layout is not prescribed. The exact position and layout of this module is not prescribed, but must be grouped together. It can appear anywhere on the bill.

# Price Increase Notification

Prescribed content – page 1



Mr A Smith  
2 Sample Street  
Sample Ville  
SAMPLE

Questions?  
📞 **0800 123 1234**  
Lines open 8am–8pm Mon–Fri, 8am–2pm Sat

🌐 **www.yourpower.co.uk**

📍 Your Power, Head Office, 12 Sample street, Sample Town XX99 9XX

---

Your customer number:  
**123 123 123 123**

---

Supply address: 20 Sample Street, Sample Town, Sample Ville SAMPLE

Your electricity tariff: Standard Electricity  
Payment method: Direct Debit

Your gas tariff: Standard Gas  
Payment method: Direct Debit

02 November 2011

Dear Mr Smith,

**Your energy prices are increasing from 01 December 2011**

Due to an increase in wholesale prices, from 01 December 2011, the price you pay for your electricity and gas is increasing. Your standing charges will remain the same. Here's a breakdown of how your prices are changing:

Your new prices			
		Current prices until 30 Nov 2011	New prices after 01 Dec 2011
<b>Electricity</b>	Standing charge (per day)	x.xxp	x.xxp
	Unit rate (per kWh)	x.xxp	x.xxp
<b>Gas</b>	Standing charge (per day)	x.xxp	x.xxp
	Unit rate (per kWh)	x.xxp	x.xxp

*All charges exclude 5% VAT, which will be added to your total bill.*

Here's an idea of how the price increase will affect you, assuming you continue to use the same amount of energy:

		Current prices until 30 Nov 2011	New prices after 01 Dec 2011	Increase in cost
<b>Your personal projection for the year</b>	Electricity	£xxx.xx	£xxx.xx	£xxx.xx
	Gas	£xxx.xx	£xxx.xx	£xxx.xx

*Your personal projection includes 'xxxx' discount and VAT but does not include 'xxxx'.*

**Could you pay less?**

Remember, it might be worth thinking about switching your tariff or supplier.

We may be able to help you save money with one of our other tariffs:

**Cheapest similar tariff:** 'xxxx' tariff. You could save £xx.xx

**Cheapest overall tariff:** 'xxxx' tariff. You could save £xx.xx

Call us or visit our website for details.

*Please note: switching tariffs may involve changing to materially different terms and conditions.*

For impartial advice on switching tariff or supplier visit [advice.org.uk](http://advice.org.uk) or call the Citizens Advice consumer helpline on 0800 891 0256.

You can also cut your costs by using less energy. For advice on how to save energy, contact the Energy Saving Advice Service on 0300 123 1234.

Turn over for more information about your tariff and your right to switch

## What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

EXAMPLE

- C** All content shown should be included.

PRESCRIBED

- C** All content shown should be included.
- W** Only the wording for the header and row labels is fixed.
- P** All content should be on page 1.
- L** Content should be laid out in a table in the order shown.

EXAMPLE

PRESCRIBED

- W** The wording of this note is fixed, but it can appear in any format or position.

EXAMPLE

- C** All content shown should be included.
- W** Only the wording for the header 'Could you pay less?' is fixed.



# Price Increase Notification

Prescribed content – page 2

## About your tariff and energy usage

You might find the following information useful when comparing your tariff with others:

Your gas tariff: you are currently on our Standard Gas tariff paying by Direct Debit. In the last 12 months you have used xxx kWh (including estimated readings).

Your electricity tariff: you are currently on our Standard Electricity tariff paying by Direct Debit. In the last 12 months you have used xxx kWh (including estimated readings).

Your TCRs: Your Tariff Comparison Rate (TCR) is a rate per kWh that can be used as a guide to compare your tariff to other tariffs by taking account of the unit rate and standing charge. For electricity, your new TCR is xx.xxp per kWh. For gas, your new TCR is xx.xxp per kWh.

The TCR is not an actual price and is based on the consumption of a typical user who uses 3,300kWh/year of electricity and 16,500kWh/year of gas. The actual prices will depend on your personal consumption.

Call us on xxx or visit our website [www.xxxx.co.uk](http://www.xxxx.co.uk) for details on your tariff and on the calculation of the TCR.

Further details on your rights to switch are available below

## Your rights as a consumer

You have a right to end your contract for gas or electricity (or both) because of the increase in charges. There will be no exit fee for ending your current contract in any circumstances.

If you wish to end your contract, you can either:

1. Switch to another one of our tariffs, or
2. Switch to another supplier.

We recommend you enter into a new contract with us or another supplier as soon as possible, or on or before 01 December 2011, as you may be able to avoid the increase in prices.

### Please bear in mind that

- In order to avoid the prices increase when you switch to another one of our tariffs, we must start to supply you under another one of our tariffs by [date which is 20 working days from the effective date of the price increase].
- If you switch to another supplier, we won't charge you any increase if by [date which is 20 working days from the effective date of the price increase], your proposed new supplier has told us that they'll be taking over your supply within a reasonable period of time.
- If you have unpaid charges on your account, we may prevent the switch until you have paid them. If so, we will write to tell you. If you pay the balance on your account within 30 working days of us telling you this, your switch can still go ahead and we won't apply a charge increase during the switching period.

The **Staying Connected Energy Consumer Checklist** contains key information for energy consumers to get and stay connected to their energy supply. See [xxx.org.uk/consumerchecklist](http://xxx.org.uk/consumerchecklist).

Yours sincerely,

Name – Title/position

EXAMPLE

## What's prescribed

All required content in the samples has been labelled with one or more of the following categories.

These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content should be ordered as shown, but dimensions, styling and typography is not prescribed.

- C** All content should be included, but exact wording, positioning, and layout is not prescribed.

# Tariff Information Label (TIL)

Prescribed content – standard single fuel

## What's prescribed

All required content in the samples has been labelled with one or more of the following categories. These categories represent the aspect(s) of each element which is prescribed by Ofgem:

- C Content:** the content shown should be included, but exact wording, position and layout are not prescribed.
- W Wording:** the exact wording shown should be used, but position and layout are not prescribed.
- P Position:** the content needs to be positioned in a specific place.
- L Layout:** the content, styling should be ordered as shown but dimensions, and typography is not prescribed.

**W L** The wording for the headers and row labels is fixed. It should be laid out in a table in the order shown.

**W** The wording of the first two questions is fixed and should appear exactly as shown. The exact wording of the answers is not prescribed. Suppliers can choose to add up to three further FAQs, the content of which is not prescribed.

## Your tariff information

### About your electricity tariff

Supplier	YourPower
Tariff name	YourPower Fixed Renewables
Tariff type	Economy 7 Electricity
Payment method	Direct Debit
Unit rate – Day	10.00p per kWh
Unit rate – Night	10.90p per kWh
Standing charge	27.4p per day
Tariff ends on	18 February 2011
Price guaranteed until	18 February 2011
Exit fees (if you cancel this tariff before the end date)	£50.00
Discounts and additional charges	No discounts
Additional products or services included	Loyalty points

### Illustrative electricity cost on this tariff

Assumed annual consumption	3,300 kWh
Estimated annual cost	N/A
Tariff Comparison Rate (TCR)	N/A

Estimated costs include VAT and are based on current prices for the tariff shown above.

## Frequently asked questions

### • What is a kWh (kilowatt-hour)?

A kWh stands for kilowatt-hour – the unit used to measure energy use. 1 kWh will power a 40 watt light bulb for 25 hours.

### • What is the Tariff Comparison Rate (TCR)?

TCR is a rate per kWh that allows you to compare your tariff to other tariffs by taking account of the unit rate and standing charge.

### • Up to three additional frequently asked questions