

Calculating Consumption

Here you can see which meter was used to measure your energy consumption in the billing period and how the invoice amount indicated on the first page **3** has been calculated for each utility.

In our example, the customer has purchased electricity through Meter No. XX999 **9** in the billing period from 1 April 2016 to 31 March 2017 **10**. You can easily check the meter number **9** to see whether your meter has been read correctly.

The meter reading **11** forms the basis for the billing. The amount of energy consumed **14** in this billing period can be determined by calculating the difference **12** between the meter readings at the start and end of the measurement period ("old" meter reading vs. "new" meter reading). The "old" meter reading from 1 April 2016 is the final meter reading from your previous annual statement. The "new" meter reading **11** from 31 March 2017 has been taken as a periodic reading.

To calculate your consumption **14**, the difference between the meter readings **12** is multiplied by the so-called "factor" **13**. This factor is not used for gas bills. Instead, your consumption (in cubic metres) **14** is multiplied by the heating power and gas volume to calculate the thermal energy in kilowatt hours (kWh) **14**. The kWh forms the basis of our energy billing.

The hourly price **15** is the price per kilowatt hour. The basic price **16** is calculated per year (365 days).

The gross invoice amount **17** for a particular utility is calculated as the sum of all net amounts in the respective billing period plus the applicable rate of value added tax.

This amount **17** is reflected in the summary **3** on page 1.

Annual Statement

Electricity

Your detailed electricity bill

Your electricity consumption in detail

Meter Number	Hour Meter	Meter Reading					Reading		Factor	Consumption
		Date	Old	Date	New	Difference	Reason	Type		
XX999	HT	01/04/2016	52,477.00	31/12/2016	54,719.00	2,242.00	14	03	1.000	2,242 kWh
XX999	HT	01/01/2017	54,719.00	31/03/2017	55,454.00	735.00	01	01	1.000	735 kWh

Key for Hour Meters

HT High tariff

Key for Reading Reasons

01 Periodic reading
14 Automatically calculated by system at delimitation

Key for Reading Types

01 Reading by utility company
03 Machine estimate

Your electricity costs in detail

Billing Period	Price Type	Consumption	x	Consumption Price	=	Amount
Tariff: ESWE Komfort STROM						
01/04/2016 - 31/12/2016	Hourly price HT	2,242 kWh	x	23.300 ct/kWh 15	=	€522.39
01/01/2017 - 31/03/2017	Hourly price HT	735 kWh	x	23.300 ct/kWh	=	€171.26
01/04/2016 - 31/03/2017	Basic price		16	57.60 € x (365/365 days)	=	€57.60
Net amount						€751.25
19,0% VAT						€142.74
Invoice Amount						€893.99

ESWE ANNUAL STATEMENT



Annual Statement

We would like to explain the most important parts of our annual statement, so that you can see how it all works. This example shows how we bill for electricity. Billing for gas and district heating has a similar structure.

Your customer number at ESWE Versorgung is your so-called "Account Number" 1. Please indicate your Account Number in all correspondence and enquiries.

The first page of your annual statement contains a summary of all utilities used throughout the billing period, showing your consumption 2 and resulting costs 3 minus the advance payments you have made for each utility 4.

These figures form the basis for your final invoice amount and modified advance payment plan!

The advance payments you have made 4 will be deducted from your actual consumption levels 3 to calculate the final amount to be invoiced 5 or credited to your account. Credits will be reimbursed or deducted from future claims. If you have to settle an outstanding amount, the due date 6 is the day on which the money will be debited from your account. Net and gross amounts are indicated for each individual item.

The consumption levels indicated in your annual statement will be used to determine the amount of your next advance payments. This will be extrapolated to one year if your billing period does not comprise a full year. The consumption for each utility will then be valued according to the current prices to calculate the total estimated price for the year. This will be distributed evenly across the next 12 months to give you a gross amount for your monthly advance payments 7, which will be debited from your account on the indicated due dates 8. We'll be happy to adjust the amount of your personal advance payments upon request. In the 12th month, you should expect an annual statement instead of an advance payment. All the advance payments you have made will be deducted from your actual consumption, and you will then have to make an additional payment to settle the difference or you will be given a credit.

(Please indicate your Account Number and Invoice Number in all correspondence / enquiries)

Dear Customer,
Thank you for using our services from 1 April 2016 to 31 March 2017. 10

Your consumption during this period will be charged as follows:	Consumption	Net Amount	VAT	Value Added Tax	Gross Amount
Electricity	2,977 kWh 2	751.25 €		142.74 €	893.99 € 3
Gas	9,323 kWh	616.91 €	19.0 %	117.21 €	734.12 €
Total		1,368.16 €		259.95 €	1,628.11 €

The following amounts have been taken into account:	Net Amount	VAT	Value Added Tax	Gross Amount
Advance payments for electricity	-268.92 €	19.0 %	-51.08 €	-320.00 € 4
Advance payments for gas	-235.28 €		-44.72 €	-280.00 €
Payments made	-504.20		-95.80 €	-600.00 €
Total amount minus payments made	863.96 €		164.15 €	1,028.11 € 5
Amount due				1,028.11 €

The payment amount of €1,028.11 will be debited from your account (DE99XXXXXXXXXXXXXXXX9999 / ABCDEFXXXX) on 30 January 2017 by means of a SEPA Direct Debit Mandate (9999999999999999) with Creditor Identifier DE9999999999999999. 6

We have set the schedule for your next advance payments. The gross amount for each utility will be debited from your account on the following dates:

Advance Payment Plan Number: 1234567891234

Due Dates	Utility	Rate of VAT	Net Amount	Amount of VAT	Gross Amount
15/05/2017, 14/06/2017, 17/07/2017, 14/08/2017, 14/09/2017, 16/10/2017, 14/11/2017, 15/12/2017, 15/01/2018, 14/02/2018, 19/03/2018 8	Strom	19.0 %	68.07 €	12.93 €	81.00 € 7
15/05/2017, 14/06/2017, 17/07/2017, 14/08/2017, 14/09/2017, 16/10/2017, 14/11/2017, 15/12/2017, 15/01/2018, 14/02/2018, 19/03/2018	Gas	19.0 %	52.94 €	10.06 €	63.00 €

Invoice Date: 11/04/2017
1 Account Number: 2010 XXX XXX
 Invoice Number: 100XXXXXXXXXX
 Place of Consumption:
 Any Street 14
 65207 Wiesbaden

Payment Method

If you would like to pay in cash, ESWE will send you the invoice alongside a maximum of 11 payment media containing customer-specific payment details for further use.

If you would like to have future invoice amounts conveniently debited from your bank account, please contact us by phone on +49 (0)800 780-2200, through our customer portal or via email at kundenservice@eswe.com.

WE APPRECIATE TO ASSIST

Consumption and Tariff Advice for Electricity, Natural Gas and District Heating:

ESWE Energy Centre

Kirchgasse 54
D-65183 Wiesbaden

Tel.: +49 (0)800 780-2200

Mo – Fr 9:00 a.m. – 6:00 p.m.
Sat 9:00 a.m. – 4:00 p.m.

Registration and Termination, Billing for Electricity, Natural Gas and District Heating:

ESWE Service Centre

Konradinerallee 25
D-65189 Wiesbaden

Mo – Fr 9:00 a.m. – 6:00 p.m.

Problems with Electricity, Natural Gas and Water:

24-Hour ESWE Breakdown Service

Tel.: +49 (0)611 780-2201 or
+49 (0)611 145-3201

www.eswe-versorgung.de