

Why bills can look different from TILs (Tariff Information Labels)

When the energy Retail Market Review was introduced in 2013 by Ofgem, all energy companies were required to introduce Tariff Information Labels that showed the cost of one unit of energy – inclusive of VAT at 5%. And this figure is rounded to help make it easy to compare prices at a glance.

When we calculate your bill, we first multiply the number of units of energy you've used by the unit rate. But the unit rate used at this stage isn't rounded and excludes VAT. That figure then has VAT applied to it, again at 5%, and is then rounded to the nearest penny.

This can mean there's a slight difference between the actual bill figure, and what you'd get by multiplying the single TIL unit rate by the number of units you've used.

We use a similar method when we calculate your final, standing charge amount.