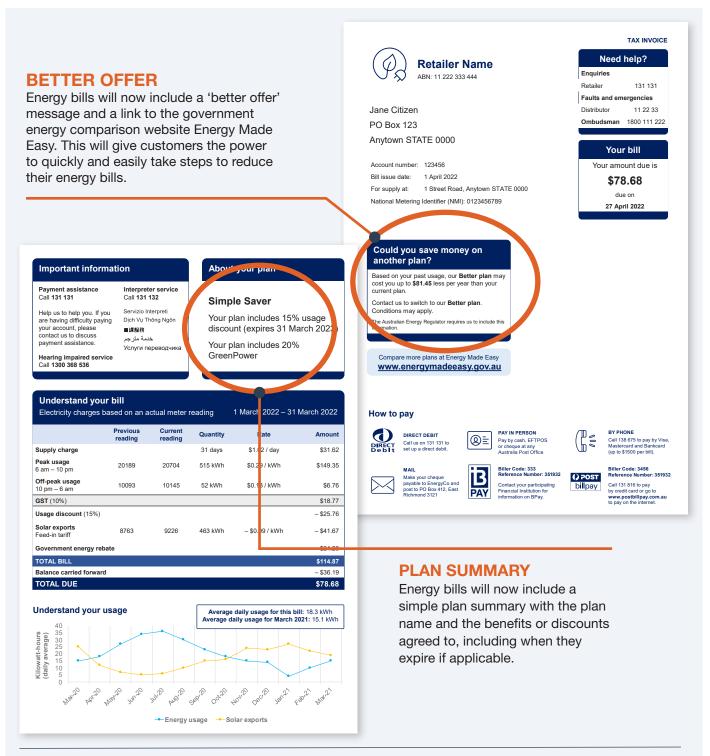


Simpler bills that help you save

Energy bills can be complex and confusing, which can prevent customers from getting the best deal. The Better Bills guideline will ensure simple, well-designed bills that give energy customers the essential information they need at first glance. Under the guideline, energy providers will need to make sure their bills use simple language, are presented in a way that is easy to understand, and gives priority to the most important information. Energy bills will also need to be designed using customer testing and feedback to ensure they reflect customer needs.



The information included here is not, and should not be regarded as, legal advice. The information made available is solely intended to provide a general understanding of the subject matter and to assist a retailer in preparing bills.