

Standard Terminology

The energy industry has chosen a standard set of terminology for customers. By using the same terms across the industry, companies can make sure that there is no customer confusion over multiple words referring to the same thing.

Agreed Term	Definition
Actual meter reading	The amount of energy a customer has used based on a recent meter reading.
Capped price tariff	A tariff which guarantees that the customer's bill won't go above a set price.
Complaint	When a customer formally tells their supplier that they are not happy with their service.
Direct Debit	A transfer of money from a customer's bank account directly to the supplier.
Estimated meter reading	An estimate of a customer's energy use based on old bills if there is not a recent meter reading.
Exit fee	The charge to a customer if they cancel a contract earlier than agreed.
Fixed price tariff	A tariff where a set price is agreed for a fixed period, regardless of how much energy is used.
Green tariff	A tariff which makes a positive contribution to the environment. E.g. through funding energy efficiency schemes or using renewable energy.
kWh	A unit of energy, the amount of power needed to create a kilowatt over the course of an hour.
Payment method	The way that the customer chooses to pay. It may have been previously referred to as a 'payment type'.
Price tracker tariff	A tariff where each quarter the price of wholesale is reviewed and the customer's bill is adjusted accordingly.
'p per day' or 'pence per day'	The cost in pence for each day of a use.
'p per kWh' or 'pence per kWh'	The cost in pence for each kWh.
Standing charge	This is a regular, automatic payment made from the customer's bank account to the supplier.
Stepped price tariff	A fixed tariff where future price rises and falls are prearranged.
Switch	This is when a customer moves from one supplier to another.
Tariff	The deal the customer is signed up to previously referred to as a 'package', 'product' or 'deal'.
Terms & Conditions	The rules that both customer and supplier have to stick to when an exchange is being made.
Unit rate	The cost of gas or electricity per kWh.
Variable price tariff (no end date)	A tariff with no fixed price or end. The price can vary following changes in costs for the supplier.