

Your First Bill Explained

Last Modified on 12/23/2025 9:19 am EST

Getting your first bill from a new energy supplier can feel a bit confusing, but we're here to walk you through it. Good Egg Energy bills are designed to be clear and easy to understand.

When to expect your first bill: Your first bill will arrive about 4-6 weeks after your switch is complete. This first bill might cover an unusual period (it could be shorter or longer than a month) as we align your billing with your switch date.

What's on your bill:

- **Account summary:** Your name, account number, and property address
- **Billing period:** The exact dates this bill covers
- **Meter readings:** Your starting and ending readings, showing how much energy you've used
- **Usage breakdown:** How many kWh of electricity and/or gas you've consumed
- **Charges:** The cost of your energy, including any standing charges
- **Payments:** Any payments you've made during this period
- **Balance:** What you owe or any credit on your account

Understanding your charges: Your bill includes two main components: the **unit rate** (cost per kWh of energy used) and the **standing charge** (a daily fee for maintaining your supply). Both are detailed on your bill with a full breakdown.

Is your bill higher or lower than expected? If your first bill seems off, it might be because:

- It covers an irregular period during the switch
- We used estimated readings rather than actual readings
- Your usage is different from your previous supplier's estimates

What to do if something looks wrong: First, check that the meter readings are correct. If you spot an error or have questions, just log into your account and chat with us, or give us a call. We're here to help make sure your bill is accurate and fair.

Payment: Your bill will show your payment due date. If you're on direct debit, we'll collect payment automatically on the date agreed. Easy!
