



Mr Connor Banthorpe
15
Pasture Way
Beck Row
Bury St. Edmunds
IP28 8ZF

Account Number 120948
Statement Ref 1116905
Statement Date 3 May 2020

Your Revised Energy Statement

Balance at your last statement 3 Apr 2020	£18.35 Credit
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Charges

Removal of Electricity Charges	£146.37 Credit
Revised Energy Charges up to 3 May 2020	£286.84
New Standing Charges up to 3 May 2020	£18.06
Subtotal	£158.53
VAT at 5%	£7.93
Total charges for this period	£166.46
Total Payments & Credits for this period	£136.08 Credit
New Account Balance	£12.03

Your monthly Fixed Direct Debit payment of **£71.50** will be taken from your account on **4 May 2020**.

Pending Payments

Payment on 04 May 2020	£71.50
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Do you have a question about your bill? Visit www.igloo.energy/page/faqs or email team@igloo.energy. You can also call on 0333 405 5555.

Personal Projection

Your personal projection for electricity over the next 12 months is £1,047.67 and 7466.8 kWh.

Could you pay less?

Remember, it might be worth thinking about switching your tariff or supplier.

Relevant cheapest tariff

You are currently on our cheapest tariff.

Please note that switching tariffs may involve different terms and conditions so you should check these first. Prices are subject to change and are inclusive of VAT.



Your Electricity Charges

15, Pasture Way, Beck Row, Bury St. Edmunds, IP28 8ZF

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You were previously on Igloo Pioneer

Meter Serial Number: Z17QK54422

Register	Period of Usage	Energy Usage		Amount
Anytime (1)	3 Feb 2020 - 15 Apr 2020	1,920.6 kWh at 12.393 p/kWh		£238.02
	Readings used:	Previous	Current	kWh
		16003.7 (actual)	17924.3 (estimated)	1920.6

Standing Charges from 3 Feb 2020 to 14 Apr 2020: 72 days at 19.841 p/day £14.29

Total £252.31

You are currently on Igloo Pioneer

Meter Serial Number: Z17QK54422

Register	Period of Usage	Energy Usage		Amount
Anytime (1)	15 Apr 2020 - 22 Apr 2020	186.7 kWh at 12.393 p/kWh		£23.14
	Readings used:	Previous	Current	kWh
		17924.3 (estimated)	18111 (actual)	186.7
Anytime (1)	22 Apr 2020 - 3 May 2020	207.2 kWh at 12.393 p/kWh		£25.68
	Readings used:	Previous	Current	kWh
		18111 (actual)	18318.2 (estimated)	207.2

Standing Charges from 15 Apr 2020 to 21 Apr 2020: 7 days at 19.841 p/day £1.39

Standing Charges from 22 Apr 2020 to 3 May 2020: 12 days at 19.841 p/day £2.38

Total £52.59

About your Electricity tariff

Supplier: Igloo Energy

Tariff Name: Igloo Pioneer

Tariff Type: Variable

Payment method: Fixed Direct Debit

Unit rate: 13.013 p/kWh

Standing charge: 20.833 p/day

Tariff ends on: N/A

Price guaranteed until: N/A

Exit fees (if you cancel the tariff before the end date): N/A

Discounts and additional charges: N/A

Additional products or services included: N/A

Illustrative Electricity cost on this tariff

Illustrative annual consumption: 3,100 kWh

Illustrative annual cost: £467.42

Tariff Comparison Rate (TCR): 15.078 p/kWh

All prices above are inclusive of VAT at 5%. They will appear different than the unit rates shown on your bill which don't include VAT.

Frequently asked questions

What is a kWh (kilowatt-hour)?

A kilowatt-hour is one kilowatt of power being used for one hour. It is the same as a 40 watt lightbulb being left on for 25 hours.



Payments & Credits

Payment on 03 Apr 2020	£85.80 Credit
Your Igloo Reward	£50.00 Credit
Interest Reward	£0.28 Credit
Total Payments & Credits for this period	£136.08 Credit

Paying for your energy

We aim to keep things simple. That's why we believe Direct Debit is the best way to pay for your energy. It's quick, easy and hassle free. We review your direct debit regularly to make sure that it is set at the right amount to cover your consumption. We will tell you in advance when each payment is due to be made or if we need to make a change, so you remain in control. Remember, we pay 3% interest on any surplus credit left in your account after every monthly statement. To find out more about our Direct Debit policy visit www.igloo.energy/page/faqs.

Complaints

If you have any query or complaint, we want to help so please get in touch with our Customer Service Team.

You can:

- Speak to one of our Customer Service Team on 0333 405 5555 who will be there to help 9:00-17:30 Monday-Friday
- Send an email to our Customer Services Team to team@igloo.energy
- Contact us by filling out the form on our contact page
- Or if you prefer to write to us, our postal address is The White Building, 1-4 Cumberland Place, Southampton, SO15 2NP. (Please include your name and contact details in your letter as we may need to talk to you about your complaint)

To see how we handle complaints, visit this page: <https://support.igloo.energy/hc/en-us/articles/360000886625-Complaints-Policy-and-Performance>

For free, independent advice you can get in touch with the Citizens Advice consumer service. Whether you need help with comparing the market, managing your bills or knowing how to make a complaint, the service is there to help. You can call them on 03454 04 05 06 or visit www.citizensadvice.org.uk/consumer/energy/energy-supply/

A useful guide from Citizens Advice is also available at www.citizensadvice.org.uk/about-us/how-citizens-advice-works/citizens-advice-consumer-work/know-your-rights-in-the-energy-market/

If you're not satisfied with an outstanding complaint you've made with us and eight weeks have passed since you originally made this, or we have told you that there is nothing further that we can do to resolve the complaint, you can contact the Energy Ombudsman who will give you advice and investigate any complaints.

To log a complaint, visit their website www.Ombudsman-Services.org and click the 'Complain now' button. To contact them, phone them on 0330 440 1624 (Monday to Friday 9 am to 6 pm, and Saturday 9 am to 1 pm).

In an emergency

Your Electricity Network Operator is:

UK Power Networks

You can call them on 0800 3163 105

In a gas emergency, please call the 24-hour National Gas Emergency line on 0800 111 999