

Mrs Davies, Mr G Davies  
 2 Beverley Crescent  
 Bedford  
 MK40 4BY

**G**

## Here's your electricity bill

For the period: 21 December 2019 to 14 March 2020

Dated: 25 March 2020

### Your previous bill

You owed us	£153.70
Your payments, thank you	£153.70 credit

<b>Balance after your payments</b>	<b>£0.00</b>
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### This bill

Electricity charges	£187.02
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<b>Total charges this bill</b>	<b>£187.02</b>
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We've explained your bill in detail over the page...

<b>Please pay now</b>	<b>£187.02</b>
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We know that sometimes it's hard to pay bills. If you're finding it difficult to pay, please call us.

## Could you pay less?

### Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£651.81**, including VAT and any discounts. For more information see overleaf.

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes. However, paying by Direct Debit, you could save **£44.01** a year.

### Our cheapest overall tariff

By switching to SSE 1 Year Fix (subject to limited availability) and paying by Direct Debit, you could save **£50.74** a year.

As we're now part of the OVO family, we may have cheaper tariff options for you, although some may have eligibility criteria. To find out more, visit [ovoenergy.com](http://ovoenergy.com) or call 0330 303 5063, [boostpower.co.uk](http://boostpower.co.uk) or call 0330 102 7517, or [sparkenergy.co.uk](http://sparkenergy.co.uk) or call 0345 034 7474.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future. Remember - it might be worth thinking about switching your tariff or supplier.



[sse.co.uk](http://sse.co.uk)



As you get your bills by email, it's easy to get help online at [sse.co.uk](http://sse.co.uk)

**0345 704 5038**

Pay by debit or credit card using Cardline, our automated payment service.

### Manage your account online

You can change tariff, see previous bills, make payments and more at [sse.co.uk/my-account](http://sse.co.uk/my-account)

Your electricity account number:

**14569 58417**

### Your actual reading

	1	1	6	4	5
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We've based your bill on the above actual meter reading.

Why not upgrade to a smart meter? You can see how much energy you're using and what it's costing. Plus, they send your meter readings to us automatically. Find out more at [sse.co.uk/smart](http://sse.co.uk/smart).

### Ways to pay

Why not spread the cost of your bills by Direct Debit, or pay your bills quickly and securely online by visiting [sse.co.uk/login](http://sse.co.uk/login).

For details of these and other ways to pay, visit [sse.co.uk/ways-to-pay](http://sse.co.uk/ways-to-pay) or see the back page.

Turn over for more information about your tariff and the next page for more information about how much energy you're using.

## About your electricity tariff

Use this information to compare your tariff with others available.

<b>Tariff name</b>	Standard	<b>Tariff ends on</b>	No end date
<b>Tariff type</b>	Evergreen (A tariff with no end date or exit fee)	<b>Price guaranteed until</b>	Not Applicable
<b>Payment Method</b>	Cash / cheque	<b>Exit fee (if you end your contract early)</b>	No exit fee applies
<b>Unit rate</b>	18.75p per kWh	<b>Discounts and additional charges</b>	Not applicable
<b>Standing charge</b>	29.02p per day	<b>Additional products or services included</b>	Not Applicable

## Estimated cost for you on this tariff

This is based on how much electricity you use and is an estimate of your electricity costs for the year ahead. It includes any discounts and VAT at 5%.

**Your estimated annual usage** 2,913.00kWh

**Your personal projection** £651.81

Our prices will change on 1st April 2020. The new prices are shown in this table and are included in your estimated cost for the year ahead.

Here's your bill explained for the period 21 December 2019 to 14 March 2020

## Your payments

Payment Received 24 Dec 2019 £153.70 credit

**Your total payments, thank you**

**£153.70 credit**

### Pay by Direct Debit

Get peace of mind by spreading your payments over the year.

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
<b>Meter:</b> D14C09350			
Standard energy	10779[E]	11645	866 kWh

### kWh

kWh stands for kilowatt-hour. It's the unit used to measure electricity and is recorded by your meter.

### Your electricity charges this period

**Your tariff is Standard**

Standard energy	866 kWh	at 17.92p	£155.19
Standing charge	85 days	at 26.98p	£22.93
VAT 5.00%			£8.90
(on charges of £178.12)			

**Total electricity charges this period**

**£187.02**

### Key contractual terms

#### Ending this contract

You may end your contract at any time without being charged an exit fee, but you must give us 28 days notice (unless we agree to a shorter notice period) and pay us any money you owe us.

#### Additional Charges

We may charge you for visits, tests or work carried out at your request. Details of these charges are available on request.

### Your supply number

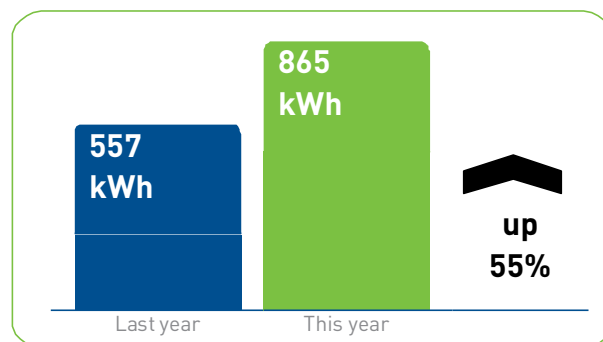
**S** 01 802 003  
10 1234 6485 332

On 15 January 2020, OVO bought SSE's GB household energy and related services business. This means your electricity is now supplied by OVO Electricity Limited. Your electricity supply will continue as normal, and you'll still get the same bills and service as you do now. **You don't need to do anything.** If you'd like to find out more, visit [sse.co.uk/ovo-questions](http://sse.co.uk/ovo-questions). To find out how we use and protect your personal data, visit [sse.co.uk/privacy](http://sse.co.uk/privacy).

## Your electricity usage

We've worked out you've used more electricity this period than in the same period last year. This is based on an actual reading for this bill.

Find out how you can reduce the amount of electricity you use with our energy saving advice at [sse.co.uk/beinggreen](https://sse.co.uk/beinggreen) or call us on 0800 072 7201.



## How we've worked out your personal projection

Your estimated cost is based on how much energy we expect you to use in the next twelve months. We've included all applicable discounts and VAT at 5%. We use our standard variable prices in your projection. These prices could increase in future.

This information allows you to understand your future energy costs and compare your tariff with others.

## How we can help you pay less

Enter your postcode at [sse.co.uk](https://sse.co.uk) and follow the instructions.

You'll get an estimate and details for each of our tariffs. So it's easier to pick the right one for you.

Call 0345 026 2658 and we'll help you find the best tariff for you.

We're open Mon-Fri 8am-8pm Sat 8am-6pm

You might want to consider one of our lifestyle meters, depending on when you use electricity.

Scan this image to download your key energy data to your smartphone or tablet. This could help you see if there are better deals available in the market.



## Independent advice about switching tariff or supplier

For impartial advice on switching supplier contact Citizens Advice.  
[www.citizensadvice.org.uk](https://www.citizensadvice.org.uk) 03454 04 05 06

If you'd like to reduce your costs by using less energy, the Energy Saving Trust can help you, visit [www.energysavingtrust.org.uk](https://www.energysavingtrust.org.uk)

If you use online switching sites, Ofgem has a Confidence Code to ensure consumers receive accurate, detailed and unbiased price comparisons.  
[www.ofgem.gov.uk](https://www.ofgem.gov.uk)

## Do you need more help?

### Contacting us

You can view and manage your account online at [sse.co.uk](https://sse.co.uk), alternatively you can call us on 0345 026 2658 (we're open Mon-Fri 8am-8pm Sat 8am-6pm). You can also email [customerservice@sse.co.uk](mailto:customerservice@sse.co.uk), or if you prefer you can write to us at Customer Service, SSE, PO Box 29977, Glasgow G67 9DW.

### Paying for your energy

Everyone can have trouble paying for their energy bills now and then. If you're struggling with your bills, please get in touch as we offer a range of payment plans to help you. Find out more information at [sse.co.uk/annual-paying-your-bills](https://sse.co.uk/annual-paying-your-bills).

### Priority Service Register

We know that everyone's needs are different. That's why we have our Priority Service Register - to give you more help when you need it most. The scheme provides access to a wide range of services including bills, statements and letters in an adaptive format (such as Braille and large print). We also offer additional support, such as password service, help reading your meter and priority in the event of power loss. Find out more information at [sse.co.uk/annual-psr](https://sse.co.uk/annual-psr).

### Power cut or electricity emergency?

Call 0800 316 3105 immediately (open 24 hours).

or



If you need to contact your **local network operator**, call 0800 029 4285 or write to UK Power Networks, Eastern Power Networks Plc, Newington House, 237 Southwark Bridge Road, London SE1 6NP.

If you can't access information on our website or would like a printed copy of any of our statements or procedures, please write to SSE, PO Box 7506, Perth PH1 3QR. We'll arrange for a printed copy to be sent to you.

## If things go wrong

If we've disappointed you, just follow these steps:

1. Call us on 0345 026 2658 and we'll do our best to help you. We record some calls to help us improve our service.
2. If you're still unhappy after you've spoken with us, contact our Head of Customer Service Team by calling 0345 071 9853 or email [headofcustomerserviceteam@sse.com](mailto:headofcustomerserviceteam@sse.com). You can also use our online complaint form at [sse.co.uk](https://sse.co.uk) or write to The Head of Customer Service, SSE, PO Box 7506, Perth PH1 3QR. You can find details of our Complaint Handling procedure at [sse.co.uk](https://sse.co.uk).
3. If six weeks have passed or we have reached 'deadlock', you can choose to contact Ombudsman Services: Energy. They can carry out a free independent review on your behalf and any decision they make will be binding on us, but not on you. You can call them on 0330 440 1624 or visit [www.ombudsman-services.org](https://www.ombudsman-services.org).

### Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to [www.citizensadvice.org.uk/energy](https://www.citizensadvice.org.uk/energy) or call them on 03454 04 05 06. Calls are charged at your normal rate. You can also get further guidance (called Know Your Rights) at [sse.co.uk/regulatoryinformation](https://sse.co.uk/regulatoryinformation).

SSE and Southern Electric are trading names of OVO Electricity Limited. The registered office of OVO Electricity Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 06858121. VAT registration number 333 5830 10. Tax point date 25 March 2020.

## Ways to pay



To make payments, set up a monthly direct debit or manage your account online, visit **[sse.co.uk](https://sse.co.uk)**



To pay by Credit/Debit card call us on **0345 704 5038**.



You can pay without charge at any Post Office, Nat West Bank, a branch of your own bank or Paypoint. Paypoint and some Post Offices will only accept cash.



Make cheques payable to Southern Electric and write your account number 1456958417 on the back. Fill in the payment slip and send to:  
**Southern Electric Payment Centre, PO Box 13, Havant, PO9 5JB**



For telephone or internet banking use:  
sort code: **57-40-99**  
bank account number: **99183129**  
Please quote 1456958417 as the reference.