

Mr L Sibanda, Miss Ndhlovu  
21 Waterside  
Polesworth  
Tamworth Staffordshire  
B78 1EG


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


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

**J**

## Here's your electricity statement

For the period: 19 April 2021 to 09 July 2021

Dated: 12 July 2021

### Your previous statement

You owed us	£520.54
Your payments, thank you	£403.00 credit

**Balance after your payments** £117.54

### This statement - estimated

Electricity charges	£311.19
---------------------	---------

**Total charges this statement** £311.19

We've explained your statement in detail over the page...

**The balance you owe us is** £428.73

Your energy usage goes up and down throughout the year and your payment plan spreads this cost. But if you want to make a one-off payment, our easy ways to pay are on the back page.



### Manage your account online

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

Your electricity account number: **11111 12512**

### Take control, it's easier online

Coronavirus has changed all our lives and we're working hard to look after all our customers.

To help us do this, please use our website where possible at [sse.co.uk/my-account](https://sse.co.uk/my-account)

#### Here's what you can do online:

- Submit your meter readings
- Review and change Direct Debits
- Review and pay your bill
- Get answers with our FAQs or webchat
- Change to a tariff that might suit you better

### Your estimated readings

	5	1	7	5	6
	6	7	6	1	3

You can give us a reading any time at [sse.co.uk](https://sse.co.uk) or by calling our Meterline on 0345 071 9594.

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](https://sse.co.uk/smart).

## Could you pay less?

### Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£1,400.68**, including VAT and any discounts. For more information see overleaf.

### Our cheapest similar tariff

Good news - you're already on our cheapest Fixed tariff. We'll let you know at least once a year if this changes.

### Our cheapest overall tariff

Good news - you're already on our cheapest overall tariff. We'll let you know once a year if this changes.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options. If you drive an electric vehicle, our OVO Drive plan might be cheaper for you. You can call us on 0330 303 5063 or visit [ovoenergy.com/electric-cars/ev-tariff](https://ovoenergy.com/electric-cars/ev-tariff) to learn more about it. Eligibility criteria and T&Cs apply.

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

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>	SSE Fix and Fibre v3 Economy 7	<b>Tariff ends on</b>	17 April 2022
<b>Tariff type</b>	Fixed (A tariff with an end date and may also have an exit fee)	<b>Price guaranteed until</b>	Not Applicable
<b>Payment Method</b>	Direct Debit	<b>Exit fee (if you end your contract early)</b>	No exit fee applies
<b>Day energy unit rate</b>	19.49p per kWh	<b>Discounts and additional charges</b>	Not applicable
<b>Night energy unit rate</b>	11.71p per kWh	<b>Additional products or services included</b>	Not Applicable
<b>Standing charge</b>	23.84p per day		

## 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%.

<b>Your estimated annual usage</b>	<b>8,295.99kWh</b>
Day energy	4,276.00kWh
Night energy	4,019.99kWh
<b>Your personal projection</b>	<b>£1,400.68</b>

Here's your statement explained for the period 19 April 2021 to 09 July 2021

## Your payments

Payment Received 1 May 2021	£67.00 credit
Payment Received 1 Jun 2021	£168.00 credit
Payment Received 1 Jul 2021	£168.00 credit

**Your total payments, thank you** **£403.00 credit**

## Your charges

### The electricity you've used - estimated

	Reading last time	Reading this time	Total used
<b>Meter: D06G572370</b>			
Day units	50749	51756[E]	1007 kWh
Night units	66798	67613[E]	815 kWh

### Your electricity charges this period

Your tariff is SSE Fix and Fibre v3 Economy 7

Day energy	1007 kWh	at 18.56p	£186.90
Night energy	815 kWh	at 11.15p	£90.87
Standing charge	82 days	at 22.7p	£18.61
VAT 5.00%			£14.81
(on charges of £296.38)			

**Total electricity charges this period** **£311.19**

As you have a fixed price tariff and pay by Direct Debit, you'll get a discount of £40 a year, when compared to another way of paying. The discount is applied to your standing charge on a pence per day basis, until your tariff ends.

### Key contractual terms

#### Ending this contract

If you end your contract at any time after your start date and more than 49 days before the end date, an exit fee may apply.

#### Additional Charges

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

### kWh

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

### Your supply number

**S** 02 811 003  
11 0002 2803 896



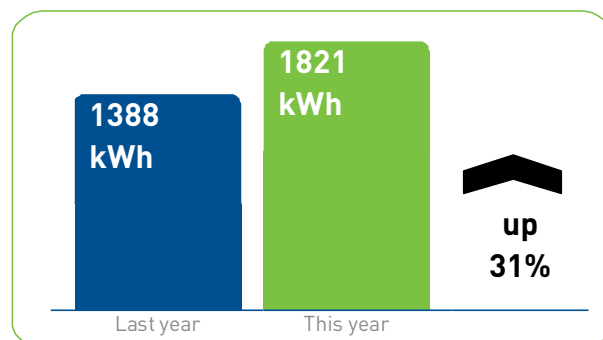
Rated **Excellent** on Trustpilot



## 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 estimated 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. To do this we divide the year into four billing quarters and apply the relevant prices for each quarter. If your current fixed price tariff ends within the next twelve months, we use our standard variable prices to calculate the annual cost for the remaining quarters. If you've chosen another fixed price tariff, these prices will be used instead of standard variable prices. We've included all applicable discounts and VAT at 5%.

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 076 0194 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) 0808 223 1133. Calls are free.

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 076 0194 (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 678 3105  
immediately  
(open 24 hours).

or



If you need to contact your **local network operator**, call 0800 096 3080 or write to Western Power Distribution, Avonbank, Feeder Road, Bristol BS2 0TB.

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. Remember we're part of the OVO family, so please don't contact SSE PLC which is a separate company, please get in touch with us at SSE Energy Services if you need help:

1. Call us on 0345 076 0194 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@sseenergyservices.com](mailto:headofcustomerserviceteam@sseenergyservices.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, email [Enquiry@Ombudsman-Services.org](mailto:Enquiry@Ombudsman-Services.org), visit [www.ombudsman-services.org](https://www.ombudsman-services.org) or write to PO Box 966, Warrington WA4 9DF.

### 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 0808 223 1133. Calls are free. You can also get further guidance (called Know Your Rights) at [sse.co.uk/regulatoryinformation](https://sse.co.uk/regulatoryinformation).