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UB3 4BQ

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## Here's your amended electricity statement

For the period: 15 September 2016 to 11 September 2017

Dated: 15 September 2017

Your electricity account number:

**44246 98313**

This statement replaces our previous estimates.

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

**We owe you**

**£15.34**

Unless we hear from you, we'll carry this forward to reduce your next statement.

## Could you pay less?

### Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be **£418.85**.

### 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 **£40.00** a year.

### Our cheapest overall tariff

By switching to SSE 1 Year Fixed v12 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save **£58.14** a year.

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.

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your summary for 15 September 2016 to 11 September 2017

## Balances

14 September 2016 Standard	£98.18
<b>Total from last cancelled statement dated 16 Sep 2016</b>	<b>£98.18</b>

## Your payments

15 Sep 2016 to 08 Dec 2016	£98.18 credit
09 Dec 2016 to 17 Mar 2017	£120.29 credit
18 Mar 2017 to 14 Jun 2017	£151.70 credit
15 Jun 2017 to 11 Sep 2017	£128.99 credit
<b>Less your total payments, thank you</b>	<b>£499.16 credit</b>

## Your charges

15 Sep 2016 to 08 Dec 2016 (revised bill)	£87.17
09 Dec 2016 to 17 Mar 2017 (revised bill)	£114.07
18 Mar 2017 to 14 Jun 2017 (revised bill)	£93.43
15 Jun 2017 to 11 Sep 2017	£90.97
<b>Total Charges this statement inc VAT</b>	<b>£385.64</b>
<b>Total for your account</b>	<b>£15.34 credit</b>

We'll carry forward the £15.34 we owe you to your next statement

### About your electricity tariff

Use this information to compare your tariff with others available.

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash / cheque
<b>Tariff ends on</b>	No end date
<b>Exit fee</b> (if you end your contract early)	No exit fee applies
<b>Your estimated annual usage</b>	1,962.00kWh

Here's your statement explained for the period 15 September 2016 to 08 December 2016, it replaces our charges of £120.29 including VAT of £5.72

## Your payments

<b>Total from last statement dated 16 September 2016 - you owed us</b>	<b>£98.18</b>
Payment Received 1 Oct 2016	£98.18 credit
<b>Your total payments, thank you</b>	<b>£98.18 credit</b>

### Pay by Direct Debit

Save £40 a year off your standing charge.

## Your charges

### The electricity you've used - estimated

	Reading last time	Reading this time	Total used
<b>Meter:</b> D11C11128			
Standard energy	9379	9844[E]	<b>465 kWh</b>

### 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	465 kWh	at 13.37p	£62.17
Reduced Standing charge	85 days	at 24.53p	£20.85
Paperless Billing			
VAT 5.00%			£4.15
(on charges of £83.02)			

**Total electricity charges this period** **£87.17**

**Total for your account** **£87.17**

### Your supply number

**S** 01 801 100  
20 0005 4290 331

Here's your statement explained for the period 09 December 2016 to 17 March 2017, it replaces our charges of £151.70 including VAT of £7.22

## Your payments

<b>Total from last statement dated 8 December 2016 - you owed us</b>	<b>£87.17</b>
Payment Received 18 Dec 2016	£120.29 credit
<b>Your total payments, thank you</b>	<b>£120.29 credit</b>

### Pay by Direct Debit

Save £40 a year off your standing charge.

## Your charges

### The electricity you've used - estimated

	Reading last time	Reading this time	Total used
<b>Meter:</b> D11C11128			
Standard energy	9844[E]	10475[E]	<b>631 kWh</b>

### 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	631 kWh	at 13.37p	£84.36
Reduced Standing charge	99 days	at 24.53p	£24.28
Paperless Billing			
VAT 5.00%			£5.43
(on charges of £108.64)			

<b>Total electricity charges this period</b>	<b>£114.07</b>
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<b>Total for your account</b>	<b>£80.95</b>
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Here's your statement explained for the period 18 March 2017 to 14 June 2017, it replaces our charges of £128.99 including VAT of £6.14

## Your payments

Total from last statement dated 17 March 2017 - you owed us	£80.95
Payment Received 4 Apr 2017	£151.70 credit
<b>Your total payments, thank you</b>	<b>£151.70 credit</b>

### Pay by Direct Debit

Save £40 a year off your standing charge.

## Your charges

### The electricity you've used - estimated

	Reading last time	Reading this time	Total used
<b>Meter:</b> D11C11128			
Unrestricted units	10475[E]	10933[E]	<b>458 kWh</b>

### 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

18 Mar 2017 - 27 Apr 2017

Standard energy	211 kWh	at 13.37p	£28.21
Reduced Standing charge	41 days	at 24.53p	£10.06
Paperless Billing			

28 Apr 2017 - 14 Jun 2017

Standard energy	247 kWh	at 15.77p	£38.95
Reduced Standing charge	48 days	at 24.53p	£11.77
Paperless Billing			

VAT 5.00%  
(on charges of £88.99) £4.44

**Total electricity charges this period** **£93.43**

**Total for your account** **£22.68**

Here's your statement explained for the period 15 June 2017 to 11 September 2017

## Your payments

<b>Total from last statement - you owed us</b>	<b>£22.68</b>
Payment Received 30 Jun 2017	£128.99 credit
<b>Your total payments, thank you</b>	<b>£128.99 credit</b>

### Pay by Direct Debit

Save £40 a year off your standing charge.

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
<b>Meter:</b> D11C11128			
Standard energy	10933[E]	11344	<b>411 kWh</b>

### 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	411 kWh	at 15.77p	£64.81
Reduced Standing charge	89 days	at 24.53p	£21.83
Paperless Billing			
VAT 5.00%			£4.33
(on charges of £86.64)			

**Total electricity charges this period** **£90.97**

**Total for your account** **£15.34 credit**

## How we can help you pay less



Enter your postcode at [www.southern-electric.co.uk](http://www.southern-electric.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 071 3953 and we'll help you find the best tariff for you.

We're open Mon-Fri 8am-10pm Sat 8am-6pm

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

## Your electricity usage

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

**516  
kWh**

This period last year

**410  
kWh**

This period



**down  
21%**

Find out how to save energy and money by completing our five step survey at:  
[www.southern-electric.co.uk/BeingGreen/EnergyEfficiency](http://www.southern-electric.co.uk/BeingGreen/EnergyEfficiency) or call us on 0345 071 3953.

## The costs that make up energy bills

- Buying the energy our customers use 50%
- Delivering the energy to your home 25%
- Government environmental and social schemes 9%
- Looking after you which includes billing, customer service and IT systems 6%
- VAT 5%
- Our supply business profit 5%

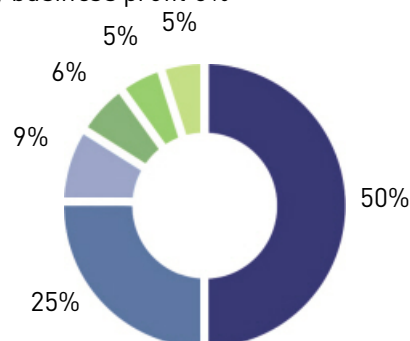


Illustration based on information from SSE's Consolidated Segmental Statements published from 2010-2014 which are available on our website. Average costs per energy bill weighted to reflect our customer base (59% electricity, 41% gas). Costs will vary depending on fuel(s), region and tariff.

## About your TCR

### Your Tariff Comparison Rate (TCR) is 19.59p per kWh

The TCR is a figure which lets you compare the price of your current tariff with different tariffs from us or other suppliers. The figure is based on an average annual usage of 3,100.00 kWh for electricity. It takes into account the unit rate, standing charge, VAT and any discounts that make up your tariff. It does not include any exit fees. The TCR is not based on your personal usage and so should only be used as a guide. The actual costs you pay will depend on the amount of energy you use.

Call us or visit our website for more details of your tariff and the calculation of the TCR.

## Do you need more help?

We like to talk with our customers, but if you prefer, you can email [customerservice@sse.co.uk](mailto:customerservice@sse.co.uk) or write to us at Customer Service, Southern Electric, PO Box 29977, Glasgow G67 9DW.

Our **Priority Service Register** is a free service to help those most in need. You can also get statements and bills in a number of ways including large print, braille or as audio files. Just call us on 0800 622 838 to find out more.

**If we've disappointed you**, just follow these steps.

1. Call us on 0345 071 3953 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](http://sse.co.uk) or write to The Head of Customer Service, Southern Electric, PO Box 7506, Perth PH1 3QR.

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, textphone on 0330 440 1600, email [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org) or go online at [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy).

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

**Power cut or electricity emergency?**

**Call 08000 72 72 82 immediately (open 24 hours).**

or



If you need to contact your **local network operator**, call 0800 048 3516 or write to Southern Electric Power Distribution PLC, 55 Vastern Road, Reading RG1 8BU.