



**Shell**  
**ENERGY**Ms. Edith Anene  
9 Halstead Road  
ERITH  
KENT  
DA8 3HX

Hello Ms. Anene

## Your Electricity and Gas Statement

Previous balance	<b>£291.52</b>
Payments received	<b>£245.00</b>
Balance	<b>£46.52</b>

<b>Total charges this bill</b>	<b>£90.71</b>
 Electricity	<b>£68.29</b>
 Gas	<b>£22.42</b>

<b>ACCOUNT BALANCE</b>	<b>£137.23</b>
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**Emergencies**

Loss of supply?

Call **105**

Smell gas?

Call **0800 111 999****Other enquiries**Call our customer service on **0330 094 5800**Rota Load Block  
Alpha Identifier

Account number

5951215

Statement number

132473876

Statement date

08 Sep 2023

Statement period

07 Aug 23 - 07 Sep 23

VAT registration number

GB 867 2447 91

Supply address

9 Halstead Road  
Erith  
Kent  
DA8 3HX

You pay by monthly Direct Debit so don't worry, you don't need to do anything. This balance will be carried forward to your next statement. Your fixed payment of **£245** will be collected as usual by Direct Debit on or soon after **12 September 2023**.

If you believe you won't be able to make an upcoming payment and have been affected by COVID-19, please contact our dedicated team at [paymentadvice@shellenergy.co.uk](mailto:paymentadvice@shellenergy.co.uk)

**Your gas is based on an estimated meter reading.**

**Click here to submit a meter reading**

## Could you pay less?

Your Personal Projection is **£1,736** per year for electricity and **£690** per year for gas. This is your estimated energy spend for your current tariff assuming you use the same amount of energy as you did last year. It includes any discounts and charges like VAT. Please note you are on a variable price tariff and prices may go up or down.

**Our cheapest variable tariff**

Congratulations! You are already on our cheapest variable tariff. We will let you know if this changes.

**Our cheapest tariff overall**

Energy November 2024 v2 Direct Debit - over the next 12 months you could save £74.48

Tariffs may be withdrawn at any time. Switching tariffs may involve moving to different terms and conditions. Visit our website for details. Remember - it might be worth thinking about switching your tariff or supplier. For more information on your tariff and switching, see overleaf.

To access your energy account details quickly, simply scan this code using your smartphone or tablet. To find out more about QR codes visit [shellenergy.co.uk/help/bills\\_and\\_payments](https://shellenergy.co.uk/help/bills_and_payments)




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## About your tariff

Information about your current tariff\*. You can use it to compare to others we have available.

\*if you have recently changed tariff your bill may be based on your previous tariff rates



### Electricity

**Tariff name:** Flexible 11 Direct Debit ebill

**Payment method:** Direct Debit

**Tariff end date:** n/a

**Exit fees\*:** n/a

\* if you cancel more than 49 days before the tariff end date

**Annual usage** 5,118 kWh  
(may include estimates)

#### Your tariff rates

**Unit rate per kWh:** 31.191p

**Standing charge:** 38.18p per day

Prices inclusive of VAT



### Gas

**Tariff name:** Flexible 11 Direct Debit ebill

**Payment method:** Direct Debit

**Tariff end date:** n/a

**Exit fees\*:** n/a

**Annual usage** 7,778 kWh  
(may include estimates)

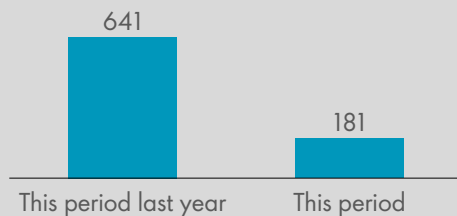
**Unit rate per kWh:** 7.511p

**Standing charge:** 29.11p per day

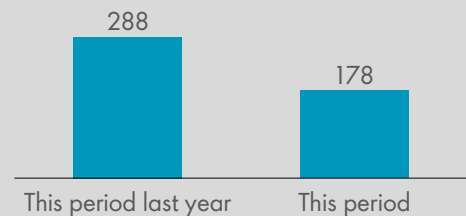
## About your usage



### Electricity (kWh)



### Gas (kWh)



These charts compare your recent energy usage with the same period last year. Estimates may have been used to calculate your energy use.

**Any questions?** Visit [shellenergy.co.uk](https://www.shellenergy.co.uk), email [customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk), or call our customer service team on **0330 094 5800**.



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## Your payments

TOTAL		£245.00
Date	Payment Type	Amount
14 August 2023	Direct Debit - Payment	£245.00


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## ⚡ Electricity statement

**Your total new electricity charges £68.29**

Standing Charge Electricity	31 days	x 36.36p per day	£11.27
Usage charge single rate - electricity			£53.77

**Total supply charges £65.04**

**Plus VAT at 5% £3.25**

If you stop paying by Direct Debit your electricity Standing Charge will go up by up to £48 (including VAT) per fuel per year.

### Electricity readings for meter 22M0069689

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	kWh	rate (£)	price
07/08/23	S	5446.000	07/09/23	S	5627.000	181.000	0.29706	£53.77
Usage charge								£53.77

### Electricity supply number

S	1	801	902
12	0002	9337	486

### Loss of supply?

Call 105 or  
0800 028 0247

### Read types:

C = Customer  
E = Estimate  
D = Deemed  
R = Routine  
S = Smart  
I = Initial  
F = Final

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

## Having trouble understanding your bill?

**Click here for help**



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## Gas statement

Your total new gas charges				£22.42
Standing Charge Gas	31 days	x 27.72p per day		£8.59
Usage charge - gas				£12.76
Total supply charges				£21.35
Plus VAT at 5%				£1.07

If you stop paying by Direct Debit your gas Standing Charge will go up by up to £48 (including VAT) per fuel per year.

If you have a Smart Meter or if you submit a meter read every month then we will send you a bill based on your actual energy usage. If you don't have a Smart Meter or if you are unable to submit a meter read every month then your bill will be estimated.

### Gas Readings for Meter 3080503S

Gas Meter Type - Imperial

Units are measured in 100's of cubic feet (ft<sup>3</sup>). To convert to m<sup>3</sup> multiply by 2.83.

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	Units	m3
07/08/23	E	9816.3	07/09/23	E	9822.0	5.7	16.1
Total m3							16.1 m3

### How we calculate your gas charges

#### m3 to kWh conversion

Date	m3	Correction factor	Calorific value		kWh	Rate (£)	Price
07/09/23	16.1	x 1.02264	x 39	÷ 3.6 =	178.365	x 0.07153	= £12.76
Total usage charges							= £12.76

A correction factor of 1.02264 is applied to account for fluctuations in temperature and pressure of gas in the UK.

The Calorific value is the amount of energy released when gas is burnt. The quality of gas varies slightly every day so the average Calorific value for the statement period is used when calculating the number of kilowatt-hours used.

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

**Having trouble understanding your bill?**

**Click here for help**

**This bill is based on an estimated meter reading.**

**Click here to submit a meter reading**

**Gas supply number**  
523758202

**Smell gas?**  
Call 0800 111 999

**Read types:**  
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**Gas Safe Register**  
Gas Safe Register replaced the CORGI gas register in Great Britain and Isle of Man. Always use a Gas Safe registered engineer to install, repair and service your gas appliances. Always ask to see their ID card. Be gas safe. For more information and to find and check an engineer go to **www.GasSafeRegister.co.uk** or call **0800 408 5500**.





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## How we estimate

If you have a smart meter or if you submit a meter reading every month then we will send you a bill based on your actual energy usage.

If you don't have a smart meter or if you are unable submit a meter reading every month then your bill will be estimated.

For more information on how we estimate your bills please visit the Help and Advice section of our website [shellenergy.co.uk](https://shellenergy.co.uk)

## Gas calculation

We use the following example formula to calculate your gas charges:

Your units	2
Volume Correction Factor	x 1
Metric Units	2
Volume Correction *1	x 1.02264
Calorific Value *2	x 39.3
Convert to kWh	/ 3.6
kWh used	22

\* 1 The change in pressure of gas from sea level to your home

\* 2 The amount of energy released when gas is burned

## Paying your bill

The easiest way to pay is by Direct Debit, we will let you know if your payment needs to go up or down to make sure you always remain on track based on any changes in the amount of energy that you use. You can also make a payment online using your My Account login or by phone using a credit or debit card, to do this call us on **0330 094 5800**. We also accept payment via a bank transfer or cheque, make sure you use your Shell Energy Account number as the reference so we can quickly apply the payment to your account. To pay via bank transfer you'll need our bank details: **Bank** Barclays **Sort Code** 20-00-00 **Account Number** 53764680 **Payee** Shell Energy Retail Limited

Please send cheques to: Shell Energy Retail Limited, PO Box 6363, Coventry, CV3 9LR.

If you are struggling to pay there is support and information on our website or you can call us on **0330 094 5800** and we can discuss your options.

## Need assistance?

If you have a query about your energy bill or need help understanding it then talk to our customer service team.

Customer service: **0330 094 5800**  
[customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk)

We offer a range of services to assist you if you are having difficulty paying your bill. Our obligations are set out in our statement "I'm struggling to pay my bill – what should I do?" and in our policy "Paying your bill – help for domestic customers". Both are available on our website. Contact our Credit Control team on **0330 094 5800**

## Additional Services and our Priority Services Register

If your circumstances mean that you need extra support from us (for example, you may be of pensionable age, disabled, suffer from ill-health, or have young children) we have a range of additional free services which may help.

You can also ask to be added to our Priority Services Register (PSR). For further information, take a look at our website. You can register online, download the application form, or call us on **0330 094 5800** to find out more.

## Complaints and Independent Advice

If you have a complaint, we want to resolve it quickly and effectively. Call us on **0330 094 5800**, or you can find full details of our complaint handling procedure on our website, [shellenergy.co.uk](https://shellenergy.co.uk). If you'd like a free copy, just ask.

You can get help with an energy problem if you are struggling to pay your energy bill or if you have a problem with your meter. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you live in England or Wales, go to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or contact the Citizens Advice consumer service on **0808 223 1133**. For Relay UK, call **18001** then **0808 223 1133**. To contact a Welsh-speaking adviser call **0808 223 1144**. Calls are free.

If you live in Scotland, go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland on **0808 196 8660**. Calls are free.

For British Sign Language enquiries, go to [contactscotland-bsl.org](https://contactscotland-bsl.org).

If we've let you know we've done all we can to resolve your complaint and you're still not satisfied, or if your complaint has not been resolved within 8 weeks of first being raised, you can refer it to Ombudsman Services: Energy on **0330 440 1624** or at [ombudsman-services.org/sector/energy](https://ombudsman-services.org/sector/energy). They are free and independent, and we are bound by their decision.

## Our fuel mix

To see how we generate your electricity supply, and its environmental impact, visit [shellenergy.co.uk/info/energy/fuel-mix](https://shellenergy.co.uk/info/energy/fuel-mix).

## Moving home?

Don't forget to let us know! We need the date of your move, your final meter readings and your forwarding address. Call us on **0330 094 5800**

Alternatively, use our web service at the below address: [shellenergy.co.uk/moving](https://shellenergy.co.uk/moving)