



southern-electric.co.uk



Mon-Fri 8am-8pm Sat 8am-2pm

0345 071 3953*

Miss Oyenuga, Mr Onyimadu
 4
 Penwood Court
 Allenby Road
 Maidenhead Berkshire
 SL6 5BW



376

Here's your gas statement

For the period: 27 April 2016 to 18 July 2016

Dated: 29 July 2016

Your previous statement

We owed you	£83.47 credit
Your payments, thank you	£150.00 credit
Your adjustments	£83.47

Balance **£150.00 credit**

This statement

Gas charges £63.92

Total charges this statement **£63.92**

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

The balance we owe you is **£86.08**

As you're spreading the cost over the year, we'll carry forward the £86.08 we owe you to your next statement.

Your gas account number:

30443 49315

Your actual reading

		9	9	2	9
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We've based your statement on the above actual meter reading.

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 **£592.76**.

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.

Our cheapest overall tariff

By switching to SSE 1 Year Fixed v7 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save **£82.51** 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 statement explained for the period 27 April 2016 to 18 July 2016

Scan for information



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

Your payments

Payment Received 15 May 2016	£50.00 credit
Payment Received 15 Jun 2016	£50.00 credit
Payment Received 15 Jul 2016	£50.00 credit

Your total payments, thank you **£150.00 credit**

Your adjustments

Refund direct to bank account 29 Apr 2016	£83.47
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Your total adjustments **£83.47**

Your charges

The gas you've used - actual

	Reading last time	Reading this time	Total used
Meter: G4W00725920601			
Gas Unrestricted kWh	9821	9929	108 units
Converted to kilowatt hours (kWh)			1,208.70 kWh

Your gas charges this period

Your tariff is Standard

Standard energy	1208.70 kWh	at 4.07p	£49.19
Reduced Standing charge	83 days	at 14.09p	£11.69
Direct Debit/Standing Order & Paperless Billing			
VAT 5.00%			£3.04
(on charges of £60.88)			

Total gas charges this period **£63.92**

About your gas tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	12,607.77kWh

Converting to kWh

This is how we convert gas units into kilowatt hours (kWh):

108.00 metric units used
 x 1.022640 volume correction
 = 110.44 corrected units
 x 39.4 calorific value
 ÷ 3.6 to convert to kWh
 = 1,208.70 kWh

**Your meter point reference
number** 3379732805

How we can help you pay less



Enter your postcode at 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.

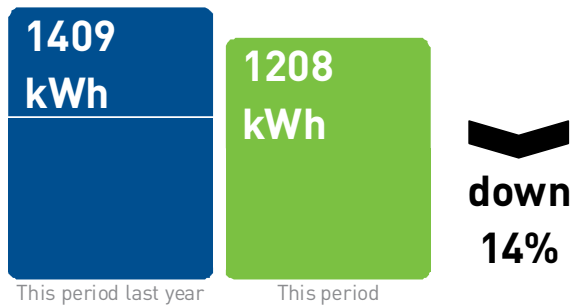


Call 0345 071 3953 and we'll help you find the best tariff for you.

We're open Monday to Friday 8am - 8pm and Saturday 8am - 2pm.

Your gas usage

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



Find out how to save energy and money by completing our five step survey at: 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%

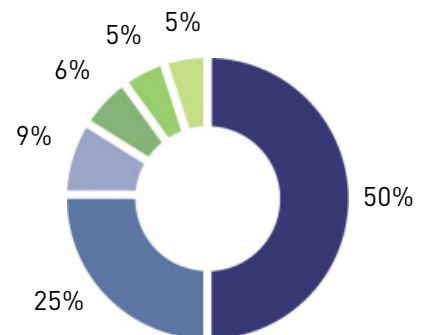


Illustration based on information from SSE's Consolidated Segmental Statements published from 2010-2014 which are available on our website. Average costs per energy bill weighted to reflect our customer base (59% electricity, 41% gas). Costs will vary depending on fuel(s), region and tariff.

About your TCR

Your Tariff Comparison Rate (TCR) is 4.71p 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 12,500.00 kWh for gas. 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 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. You can also use our online complaint form at 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 or go online at 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 for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

**Gas leak or strong
smell of gas?**

**Call 0800 111 999
immediately
(open 24 hours).**



For details of your gas transporter please call us.