



www.avroenergy.co.uk

0330 088 5754

OPENING HOURS
 MONDAY - THURSDAY
 9:00AM - 5:30PM
 FRIDAY 9:00AM - 4:30PM

SUPPLY ADDRESS

Your Gas & Electricity Bill

Your current balance is £1.92 Credit

Take a look inside for a breakdown of your monthly bill – this bill has been calculated using the most up-to-date meter readings available.

You'll find how we have calculated your current balance and further information including your energy usage and your tariff details.

You are on our Direct Debit scheme so you do not need to take any further action unless we require you to do so.

If you feel you are paying too much or too little, take a meter reading and submit online via your myAvro account or give us a call.

Could you pay less?

We estimate your annual cost for the next 12 months as:

Gas	£298.12
Electricity	£473.29

These prices include standing charges, unit rates and VAT.

Remember – it may be worth thinking about switching your tariff or supplier.

ACCOUNT NUMBER

STATEMENT NUMBER

STATEMENT DATE

6th May 2018

STATEMENT PERIOD

6th Apr 2018 - 6th May 2018

TARIFF

Simple and Superior

Need More Details?

See Next Page

Your Detailed Bill Information

CURRENT BALANCE

£1.92 CR

THIS BILL

£61.20 DR

Electricity

Meter Point Administration Number (MPAN)

S	01	801	001
	11	6000	1208 212

Meter Serial Number

D09W658300

Tariff

Simple and Superior

Charge period from **6th Apr 2018** to **6th May 2018**

Meter Readings

E	6th April 2018	30384.1
R	6th April 2018	30343
C	3rd May 2018	30625
E	6th May 2018	30652.4

Price £/kWh	£0.112000	kWh Used	268.3
Cost of Electricity Used			£30.05
Standing Charge for 30 days			£5.25
Subtotal			£35.30
VAT at 5%			£1.77
Cost of Electricity Supplied (including VAT)			£37.07

Gas

Meter Point Reference Number (MPRN)

7631039701

Meter Serial Number

919463

Tariff

Simple and Superior

Charge period from **6th Apr 2018** to **6th May 2018**

Meter Readings

E	6th April 2018	6273.1
C	3rd May 2018	6329
E	6th May 2018	6333.1

Meter Units Used in the charge period			60.00
Price £/kWh	£0.026250	kWh Used	669.9
Cost of Gas Used			£17.58
Standing Charge for 30 days			£5.40
Subtotal			£22.98
VAT at 5%			£1.15
Cost of Gas Supplied (including VAT)			£24.13

Explaining Your Gas Statement

Volume Conversion Factor: converts your meter units to metric.
Imperial meter - 2.83 or Metric meter - 1.00

Volume Correction: Accounts for changes in your volume of gas based upon temperature and pressure. Industry Standard of 1.02264

Calorific Value: the measurement of the energy content of gas which varies throughout the year

Convert to kWh: Divide by 3.6 to give number of kilowatt-hours

Formula

Meter Units	60.00
Volume Conversion Factor	1.00
Metric Units	60.00
Volume Correction	x 1.02264000
Calorific Value	x 39.3
Convert to kWh	/ 3.6
kWh Used	669.9

Your Current Balance and Tariff

CURRENT BALANCE

£1.92 Credit

Previous Balance	£-6.88
New Charges	£61.20
Payments Received	£70.00

Payments Received

Date	Description	Amount
27/04/2018	Monthly Direct Debit	£70.00

Tariff Information

The information below gives you all the details of your current tariff, and everything you need to compare it with others.

We do not tie you into any contract or charge you exit fees if you decide to leave.

Tariff Name Simple and Superior

Payment Method Monthly Direct Debit

Tariff End Date 05/11/2018

Exit Fees None

Estimated Annual Usage

Electricity 3655.5 kWh

Gas 8854 kWh

Submitting your Meter Readings

Your Online Account

You can submit meter readings and make additional payments via your online account by logging in at avroenergy.co.uk



Via Phone

You can submit meter readings and make additional payments over the phone by calling 0330 088 5754



Via Email

You may also submit meter readings by emailing metering@avroenergy.co.uk



Your Tariff Comparison Rate

You may use your Tariff Comparison Rate (TCR) to compare other tariffs. They're based on an average user of electricity (3,100 kWh/year) and gas (12,500 kWh/year), so use as a guide only as the rates do not account for your personal usage.

For further details on this calculation or how to use TCR, and for further details on your tariff, visit avroenergy.co.uk or alternatively give us a call on 0330 088 5754

Electricity 13.92p

Gas 3.31p

Help and Support

Contact Us

www.avroenergy.co.uk

0330 088 5754

Monday - Thursday 9:00AM - 5:30PM

Friday 9:00AM - 4:30PM

Avro Energy Limited

Wheatfield House

Wheatfield Way

Hinckley

LE10 1YG

Unhappy... Let Us Know

Give Us a Call

0330 088 5754

Email At

support@avroenergy.co.uk

Search for us on Facebook or

Tweet Us [@avroenergy](#)

Difficulties Paying?

We know that sometimes it's hard to pay a bill. If you're having difficulties, let us know as soon as you can and we'll do what we can to help.

Looking out for you

If you're registered disabled, are of pensionable age, have a hearing or visual impairment or have long term ill health, we may be able to provide additional services to help you. Simply call or email for further information.

Smell Gas?

Call the National Grid Emergency Service on

0800 111 999

24 Hours A Day, 7 Days A Week

If you smell gas:

- Open your doors and windows
- If you can, turn off the gas supply

Do not:

- Turn electrical switches on/off
- Use matches or flames
- Use mobile phones

Power Cut

If you have a power cut, call your Local Network Operator
0800 056 8090

Moving Home? Take Us with You

If you're planning on moving or thinking of leaving us, let us know as soon as possible or at least 3 working days before you plan to move. If you don't tell us you may be billed for the energy used by the next occupier.

Call us on 0330 088 5754 or email support@avroenergy.co.uk

- Your Full Name, Telephone and Account Number
- Full Address of your Old and New Home
- Date of Move or Switch
- Up to Date Meter Readings

Advice

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 your struggling to pay your bills. Visit www.citizensadvice.org.uk/energy for up to date information contact the Citizens Advice Consumer Service on 0345 404 0506

Complaints

We aim to provide the best customer journey at Avro, however we understand that things can go wrong. If you would like to make a complaint you can call our customer service team on the number above. If your complaint is not resolved it can be escalated to a manager. If you are still unhappy, your complaint can be escalated to our Head of Customer Services. If, after 8 weeks you are still dissatisfied you may then approach the Energy Ombudsman on 0330 440 1624 or www.ombudsmanservices.org/energy