



#### Emergencies:

If you have loss of electricity supply you need to contact your local network provider

Your local provider is LONDON POWER NETWORKS PLC and their number is: 0800 0280 247

If you smell gas please call 0800 111 999

Statement Number

Account Number

Statement Date

**14 Mar 2018**

Statement Period

**05 Feb 2018 - 06 Feb 2018**

Supply Number

S	01	801	902
	12	0005	1808

Supply Address

H

## Your energy statement summary

### Energy Plan Name: iFix 12-Month Oct18v4

You have used -13.5 kWh of Electricity in this period

You used 12.1 kWh of electricity in the corresponding period last year

Balance brought forward from previous statement

£48.37 credit

Total costs this statement

£28.75

Payments made this period

£11.38 Note A

### Your Balance

**£31.00 credit**

Your contract has come to an end. This is your final energy statement.

The outstanding balance will be refunded directly to your bank account by BACS payment. Thank you for being a customer of iSupplyEnergy.

Note A - See 'Your Payments'

### Could you pay less?

Your estimated annual costs under this tariff are £295.89.

The estimated annual cost is made up of the standing (daily) charge for a full year and the unit charge for your estimated yearly consumption on the tariff. VAT is included. For more information on your estimated consumption, please see the 'About Your Tariff' section of this document.

Our Cheapest Similar Tariff:

Name: iFix 12-Month Mar19v4

Annual Savings: £0.00

Our Alternative Cheapest Tariff:

Name: iFix 12-Month Mar19v4

Annual Savings: £0.00

For more information about your tariff, see page two.

Remember - it might be worth switching your tariff or supplier.

Please note that switching tariffs may involve changing to materially different terms, conditions and in some instances an exit fee may be applied.



This image known as a QR code is like a barcode and can be read by certain smartphone applications. It holds information about your statement, such as your tariff name and energy usage. For more information, visit [www.isupplyenergy.co.uk/help/ask-us-a-question](http://www.isupplyenergy.co.uk/help/ask-us-a-question).



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### Your energy statement details

Charges for this period		Amount	
<b>Standing Charge</b>	2 days at 18.9937p	£0.38	
<b>Metered Charges</b>	-13.5 kWh at 11.6135p per kWh	-£1.57	<b>Note B</b>
Your Electricity costs for this period		-£1.19	
<b>Additional Charges</b>			
TERMINATION PAYMENT		£28.57	
<b>Total</b>		<b>£27.38</b>	
VAT		£1.37	
<b>Total Cost</b>		<b>£28.75</b>	

Note B - See 'Your meter reading details'

### About Your Tariff

This information about your current tariff helps you compare it with other tariffs.

Tariff Name:	<i>iFix 12-Month Oct18v4</i>
Payment Method:	<i>Direct Debit</i>
Fixed Term Ends On:	<i>Your tariff does not have a fixed term.</i>
Termination Fee:	<i>£30.00</i>
Annual Consumption:	<i>1829.50 kWh</i>

Your annual consumption is based on your estimated usage over a 12 month period.

#### Termination Fee

A termination fee of £30.00 (inc VAT) will be applied to your account if you cancel within your fixed rate contract.

A termination fee is not payable if:-

- (a) you only start the process of switching supplier after receiving a renewal offer from us; or
- (b) you have received a notice from us under General Conditions Section 3



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### Your meter reading details

Meter Serial Number: K72A 06282

Readings:

Last Time				This Time			
Register	Type	Date	Reading	Type	Date	Reading	Advance
S	E	05/02/2018	14831.50	C	06/02/2018	14818	-13.50
S	C	06/02/2018	14818	C	07/02/2018	14818	0

#### Meter Reading Type Descriptions

E=Estimated, C= Customers Own Read, D = Deemed Read, A,R,S=Actual Reads, I=Initial Read, F=Final Read, B=Automated Meter Reading, Z=Actual Change of Tenancy Read, Q=Reading Modified Manually by Data

### Here are the technical details

This page shows the detail of how we calculated the amounts used in Your energy statement summary on page one and Your energy statement details on page two. This can be quite complicated depending on the type of Electricity supply you have so please take the time to read this carefully.

### Your payments

For this statement period:

05 Feb 2018	Direct Debit Normal Payment	£31.00
13 Feb 2018	Refund to Customer (-ve)	-£50.62
05 Mar 2018	Direct Debit Normal Payment	£31.00

**TOTAL** **£11.38 credit**

Thank you for your payments



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#### How much energy do I use?

Energy used 05 Feb 2017 - 06 Feb 2017 was 12.1 kWh.

Energy used in the last 12 months was 2821.1 kWh.

Projected cost for the next 12 months based on the above consumption is £394.29 (excluding VAT).

Estimated readings may have been used to produce the consumption figures above.

#### Fuel Mix

To find out what our Fuel Mix was for the last disclosure period go to our website: <https://www.isupplyenergy.co.uk/about-us/our-fuel-mix>.

This will show you how much of our electricity was sourced from coal, how much from natural gas, and so on. You will also find there the average environmental impact of generating 1 Kilowatt-hour of our electricity.

#### Some Reminders

- Your right to cancellation is as detailed in our General Conditions
- If you decide to cancel this contract before the contract end date you may need to pay an early cancellation fee (please see Your Energy Plan for details)
- Prices quoted are subject to change in line with our General Conditions
- The VAT rate is currently 5% and has been added onto your statement
- As part of this contract you agree to provide meter readings via your online account page. We will send you reminders via e-mail when these are due. If you do not provide a meter reading when requested we will estimate the amount of energy you have used and use this to produce your next statement
- The amount you pay monthly may change depending on the amount of Electricity you use. If we need to change the amount you pay monthly we will notify you in accordance with our General Conditions and the Direct Debit Guarantee.
- When Your Energy Plan ends you will automatically be transferred onto our Standard Variable rate unless you tell us otherwise



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#### Help

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.consumeradvice.org.uk/energy](http://www.consumeradvice.org.uk/energy) for up to date information or contact the Citizens Advice Consumer.

#### If you are having trouble paying

Please log in to Your Account and see My Bill in our 'Ask us a Question' page: [www.isupplyenergy.co.uk/help/ask-us-a-question](http://www.isupplyenergy.co.uk/help/ask-us-a-question). Please contact us immediately using the online messaging service on Your Account page or email: [SupportTeam@isupplyenergy.co.uk](mailto:SupportTeam@isupplyenergy.co.uk)

#### Moving Home?

Please get in touch and tell us:

##### For the property you're leaving:

- your final meter reading
- The date your tenancy ends
- the new occupier's name if you know it

##### For the property you're moving to:

- the opening meter reading
- The date your tenancy begins
- the address and postcode

#### Complaints

If you are unhappy with the service we have provided and need to make a complaint, you should contact us directly in the first instance via our Complaints Procedure, which is detailed on our website: [www.isupplyenergy.co.uk/about-us/complaints-reports/complaints-procedure](http://www.isupplyenergy.co.uk/about-us/complaints-reports/complaints-procedure). We will do all we can to resolve your issue straight away.

#### Making a payment

Please pay by the method agreed in your payment plan. If you need to make additional payments you can do this in the following ways:

##### Paying Online

Log into your online account and select 'Make Credit/Debit Card Payment' and follow the onscreen instructions or directly via [Make Card Payment](#)

##### Pay by BACS transfer

Bank Account Name: iSupplyEnergy Limited  
Bank:  
Sort Code  
Account Number:  
Payment Reference:

##### Pay by Phone

You can call us on 0330 202 0298 to make a payment via Credit Card or Debit Card.

##### Pay by Post

We do accept cheques and these must be made payable to iSupplyEnergy Limited. They can be sent to the following address:

iSupplyEnergy  
Richmond House  
Richmond Hill  
Bournemouth  
BH2 6EZ