

Mr Stoev
 50 Ferrers Avenue
 West Drayton Middlesex
 UB7 7AB



Here's your final electricity bill

For the period: 01 December 2020 to 22 February 2021

Dated: 9 March 2021

Your previous bill

You owed us	£1,200.83
Your payments	£0.00
Your adjustments	£192.99

Balance **£1,393.82**

This bill

Electricity charges	£769.58
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Total charges this bill **£769.58**

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

Payment is due now **£2,163.40**

Our easy ways to pay are on the back page.

Could you pay less?

Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£0.00**, including VAT and any discounts. For more information see overleaf.

We believe in giving great deals to every customer, not just new ones. That's why we have a range of tariffs and bundles that could help you to save money.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options.

Remember, it might be worth thinking about switching your tariff or supplier. Please note that switching tariffs may involve changing to different terms and conditions, so always check first.



sse.co.uk



As you get your bills by email, it's easy to get help online at sse.co.uk

0345 704 5038

Pay by debit or credit card using Cardline, our automated payment service.



Manage your account online

You can change tariff, see previous bills, make payments and more at sse.co.uk/my-account

Your electricity account number:

35572 31512

Take control, it's easier online

Coronavirus has changed all our lives and we're working hard to look after all our customers.

To help us do this, please use our website where possible at sse.co.uk/my-account

Here's what you can do online:

- Submit your meter readings
- Set up a Direct Debit
- Review and pay your bill
- Get answers with our FAQs or webchat
- Change to a tariff that might suit you better

Your actual readings

	3	0	0	1	2
		6	6	1	6

We've based your bill on the above actual meter readings.

Why not upgrade to a smart meter? You can see how much energy you're using and what it's costing. Plus, they send your meter readings to us automatically. Find out more at sse.co.uk/smart.

Turn over for more information about your tariff and the next page for more information about how much energy you're using.

Here's your final bill explained to 22 February 2021

Your adjustments

Collections Visit 1 - Single 14 Dec 2020	£40.95
VAT at 5.00% on charges of £40.95	£2.04
Warrant Fee Single Fuel 30 Jan 2021	£32.01
VAT at 5.00% on charges of £32.01	£1.60
Locksmith Attendance Fee 19 Feb 2021	£38.10
VAT at 5.00% on charges of £38.10	£1.90
Warrant Visit Cost - Electric 19 Feb 2021	£72.76
VAT at 5.00% on charges of £72.76	£3.63

Your total adjustments **£192.99**

Your charges

The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: H10C29117			
Day energy	26497[E]	30012	3515 kWh
Night energy	6055[E]	6616	561 kWh

kWh

kWh stands for kilowatt-hour. It's the unit used to measure electricity and is recorded by your meter.

Your supply number

S 02 049 106
20 0000 1572 086

Your electricity charges this period

Your tariff is Standard Economy 7

Day energy	3515 kWh	at 18.35p	£645.00
Night energy	561 kWh	at 11.79p	£66.14
Standing charge	83 days	at 26.27p	£21.80
VAT 5.00%			£36.64
(on charges of £732.94)			

Total electricity charges this period **£769.58**

Your electricity usage

We've worked out you've used a similar amount of electricity this period compared to the same period last year. This is based on an actual reading for this bill.

Find out how you can reduce the amount of electricity you use with our energy saving advice at sse.co.uk/beinggreen or call us on 0800 072 7201.

0
kWh

Last year

0
kWh

This year

How we've worked out your personal projection

Your estimated cost is based on how much energy we expect you to use in the next twelve months. To do this we divide the year into four billing quarters and apply the relevant prices for each quarter. Unless you have a fixed price tariff, we use our standard variable prices in your projection. These prices could increase in future. If you have a fixed price tariff and it ends within the next twelve months, we use our standard variable prices to calculate the annual cost for the remaining quarters. If you've chosen another fixed price tariff, these prices will be used instead of standard variable prices. We've included all applicable discounts and VAT at 5%.

This information allows you to understand your future energy costs and compare your tariff with others.

How we can help you pay less

Enter your postcode at sse.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 9507 and we'll help you find the best tariff for you.

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

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

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.



Independent advice about switching tariff or supplier

For impartial advice on switching supplier contact Citizens Advice.
www.citizensadvice.org.uk 0808 223 1133. Calls are free.

If you'd like to reduce your costs by using less energy, the Energy Saving Trust can help you, visit www.energysavingtrust.org.uk

If you use online switching sites, Ofgem has a Confidence Code to ensure consumers receive accurate, detailed and unbiased price comparisons.
www.ofgem.gov.uk

Do you need more help?

Contacting us

You can view and manage your account online at sse.co.uk, alternatively you can call us on 0345 071 9507 (we're open Mon-Fri 8am-8pm Sat 8am-6pm). You can also email customerservice@sse.co.uk, or if you prefer you can write to us at Customer Service, SSE, PO Box 29977, Glasgow G67 9DW.

Paying for your energy

Everyone can have trouble paying for their energy bills now and then. If you're struggling with your bills, please get in touch as we offer a range of payment plans to help you. Find out more information at sse.co.uk/annual-paying-your-bills.

Priority Service Register

We know that everyone's needs are different. That's why we have our Priority Service Register - to give you more help when you need it most. The scheme provides access to a wide range of services including bills, statements and letters in an adaptive format (such as Braille and large print). We also offer additional support, such as password service, help reading your meter and priority in the event of power loss. Find out more information at sse.co.uk/annual-psr.

Power cut or electricity emergency?

Call **0800 072 7282** or
immediately
(open 24 hours).



If you need to contact your **local network operator**, call 0800 048 3516 or write to Southern Electric Power Distribution PLC, 1 Forbury Place, 43 Forbury Rd, Reading RG1 3JH.

If you can't access information on our website or would like a printed copy of any of our statements or procedures, please write to SSE, PO Box 7506, Perth PH1 3QR. We'll arrange for a printed copy to be sent to you.

If things go wrong

If we've disappointed you, just follow these steps:

1. Call us on 0345 071 9507 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, SSE, PO Box 7506, Perth PH1 3QR. You can find details of our Complaint Handling procedure at sse.co.uk.
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, email Enquiry@Ombudsman-Services.org, visit www.ombudsman-services.org or write to PO Box 966, Warrington WA4 9DF.

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to www.citizensadvice.org.uk/energy or call them on 0808 223 1133. Calls are free. You can also get further guidance (called Know Your Rights) at sse.co.uk/regulatoryinformation.

SSE and Southern Electric are trading names of OVO Electricity Limited. The registered office of OVO Electricity Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 06858121. VAT registration number 333 5830 10. Tax point date 9 March 2021.

Ways to pay



To make payments, set up a monthly direct debit or manage your account online, visit **sse.co.uk**



To pay by Credit/Debit card call us on **0345 704 5038**.



You can pay without charge at any Post Office, Nat West Bank, a branch of your own bank or Paypoint. Paypoint and some Post Offices will only accept cash.



Make cheques payable to Southern Electric and write your account number 3557231512 on the back. Fill in the payment slip and send to:
Southern Electric Payment Centre, PO Box 13, Havant, PO9 5JB



For telephone or internet banking use:
sort code: **57-40-99**
bank account number: **99183129**
Please quote 3557231512 as the reference.