



Mrs Anzhelika Tikhanova
4 Nene Grove
Doncaster
DN9 3JJ

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Here's your electricity statement

For the period: 24 May 2021 to 09 July 2021

Dated: 09 July 2021

Your previous statement

We owed you £1.66 credit
Your payments, thank you £105.00 credit

Balance after your payments £106.66 credit

This statement

Electricity charges £129.00

Total charges this statement £129.00

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

The balance you owe us is £22.34

Your electricity account number:
14085 71415

Your actual reading

	2	3	2	2	8
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We've based your statement on the above actual meter reading.

New monthly payment

We've reviewed your account and your monthly payments need to increase to £44.00 starting from 2 July 2021. Turn over to see how we've worked this out. You don't need to do anything, we'll take care of the arrangements.

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 £509.13.

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 v12 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save £25.55 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 24 May 2021 to 07 July 2021

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 2 May 2021 £35.00 credit
 Payment Received 2 Jun 2021 £35.00 credit
 Payment Received 2 Jul 2021 £35.00 credit

Your total payments, thank you

£105.00 credit

New monthly payment

Based on your estimated electricity use over 12 months your annual energy cost will be: £509.13
 Balance you owe us: £22.34
Total cost: £531.47
 (£531.47 ÷ 12 months)
New payment amount: £44.00

Your charges

The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: S07R45415			
Unrestricted units	22562	23228	666 kWh

Your electricity charges this period

Your tariff is Standard

24 May 2021 - 27 Jun 2021

Standard energy	214 kWh	at 14.86p	£31.80
Reduced Standing charge	35 days	at 14.09p	£4.93
Direct Debit/Standing Order & Paperless Billing			

28 Jun 2021 - 09 Jul 2021

Standard energy	452 kWh	at 16.75p	£75.71
Reduced Standing charge	74 days	at 14.09p	£10.42
Direct Debit/Standing Order & Paperless Billing			

VAT 5.00% £6.14
 (on charges of £122.86)

Total electricity charges this period

£129.00

About your electricity 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	No exit fee
(if you end your contract early)	applies
Your estimated annual usage	2,588.01 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 01 801 100
 17 1200 2834 201

How we can help you pay less



Enter your postcode at www.hydro.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.



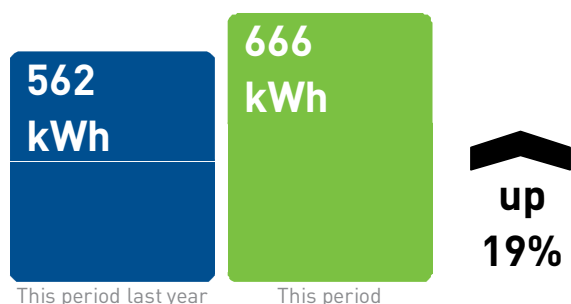
Call 0345 071 3954 and we'll help you find the best tariff for you.

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

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

Your electricity usage

We've worked out you've used more electricity 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.hydro.co.uk/BeingGreen/EnergyEfficiency or call us on 0345 071 3954.

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%

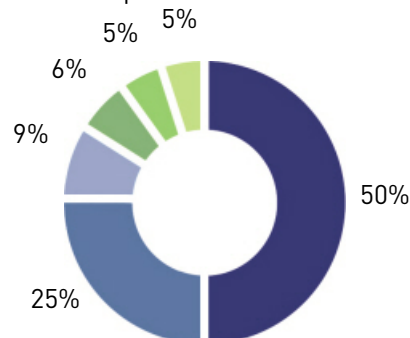


Illustration based on information from SSE's Consolidated Segmental Statements published from 2010-2014 which are available on our website. Average costs per energy bill weighted to reflect our customer base (59% electricity, 41% gas). Costs will vary depending on fuel(s), region and tariff.

About your TCR

Your Tariff Comparison Rate (TCR) is 19.33p 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 3,100.00 kWh for electricity. 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, Scottish Hydro 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 3954 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, Scottish Hydro 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.

Power cut or electricity emergency?

Call 0800 300 999 immediately (open 24 hours).

or



If you need to contact your **local network operator**, call 0800 048 3515 or write to Scottish Hydro Electric Power Distribution PLC, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ.