

# The **co-operative** energy

Co-operative Energy, Co-operative House, Warwick Technology Park,  
Warwick CV34 6DA. Company number 06993470 VAT number 862 817 892



By email  
[info@cooperativeenergy.coop](mailto:info@cooperativeenergy.coop)



By Phone  
**0800 954 0693**  
**01926 516152**



By visiting our website.  
[www.cooperativeenergy.coop](http://www.cooperativeenergy.coop)

Mr Nicholas Rae  
30 Kings Mews  
London  
London  
WC1N 2JB

Account number: MCCOE275459  
Bill number: 1  
Bill date: 15 September 2014

## Bill for charge period from 26 May 2014 to 15 September 2014



Previous Balance	£0.00
<b>This period's charges</b>	
Electricity	£172.86
Gas	£61.97
<b>Total charges before VAT</b>	<b>£234.83</b>
VAT at 5%	£11.74
<b>Total new charges</b>	<b>£246.57</b>
Total payments/credits/charges (see separate page for detailed information)	£427.20 CR
<b>Your new balance</b>	<b>£180.63 CR</b>



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## Could you pay less?

Your personal projection :

**Electricity: £817.39** per year.

This is based on your actual consumption for  
your tariff and the current price.

**Our Cheapest similar tariff:**

Name:

You could save:

**Our Cheapest overall tariff:**

Name:

You could save:

*Please note that switching tariffs may involve changing to materially different terms and conditions.*

*Call us or visit our website for details. Remember - it might be worth thinking about switching  
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Your personal projection :

**Gas: £803.49** per year.

This is based on your actual consumption for your tariff and the current price.

**Our Cheapest similar tariff:**

Name:

You could save:

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Name:

You could save:

*Please note that switching tariffs may involve changing to materially different terms and conditions. Call us or visit our website for details. Remember - it might be worth thinking about switching your tariff or supplier.*

### About your tariff - Gas

Here's information about your tariff to help you to compare it with others available:

Fuel	<b>Gas</b>
Tariff Name	
Payment Method	
Exit Fees (if you cancel before end date)	<b>£0.00</b>
Your usage in the last 12 months	

### About your Tariff Comparison Rate (TCR)

Your TCR is: p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of gas tariffs.

The TCR is not an actual price or an indication of how much energy you use-it is only a guide. It is based on how much gas a typical user will consume in a year. This is currently 13,500kWh a year. Your actual bills will depend on how much gas you use.

*Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.*



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## Frequently Asked Questions

- **What is a kWh (Kilowatt-hour)?**  
A kilowatt-hour is the unit of energy which we use to calculate how much gas/electricity you've used and how much to bill you.
- **What is the Tariff Comparison Rate (TCR)?**  
Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.
- **How do we calculate your estimated annual cost?**  
Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.
- **Can I change my tariff or my payment method?**  
Yes, although different terms and conditions may apply. Please get in touch to find out more.
- **What is contained in my standing charge and my unit rate(s)?**  
The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.



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## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on **0800 111 999**
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any other kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Gas Emergency hotline on **0800 111 999**.

### Power cut

Local network operators are responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, you will need to contact the operator for your area directly. But, before you do phone them, it's worth checking a few things:

- Check your trip switch to make sure you don't have a fault with your wiring or an appliance
- Check if your neighbours are affected. If they are, it's more likely there is a problem with the local network and you will need to contact your network operator. Use the interactive map at [www.cooperativeenergy.coop/help/its-an-emergency](http://www.cooperativeenergy.coop/help/its-an-emergency) to find out which of the following local network operators applies to you:

**Eastern Electricity** - EDF Distribution: 0800 783 8838

**East Midlands Electricity** - Western Power Distribution: 0800 056 8090

**London Electricity** - EDF Distribution: 0800 028 0247

**MANWEB** - Scottish Power: 0845 272 2424

**Midlands Electricity** - Western Power Distribution: 0800 328 1111

**Northern Electric** - NEDL: 0800 668 877

**NORWEB** - United Utilities: 0800 195 4141

**Scottish Hydro Electric** - S&SE: 0845 300 999

**Scottish Power** - Scottish Power: 0845 272 7999

**SEEBOARD** - EDF Distribution: 0800 783 8866

**Southern Electric** - S&SE: 08457 708 090

**South Wales** - Western Power Distribution: 0800 052 0400

**South West** - Western Power Distribution: 0800 365 900

**Yorkshire Electricity** - YEDL: 0800 375 675

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

Tel: **0330 440 1624** or **01925 530 263**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and advice

Citizens Advice consumer service provides free, independent and impartial advice about the energy supply industry. You can find out more from their website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call them on **0845 404 0506**. If you are having difficulties paying for your energy, the first thing to do is call us on **0800 954 0693**. We'll do everything we can to help you work things out. For wider advice and information on money worries, you might find these organisations helpful:

**The Debt Advice Trust** - 0800 954 6549

**The National Debtline** - 0808 808 4000

**Consumer Credit Counselling Service (CCCS)** - 0800 138 1111

**Community Legal Advice (CLA)** - 0845 345 4345

**Your local Citizens Advice Bureau**

## Ways to pay

**Debit card over the Internet** - Log in to Your Account on [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) and follow the links to make a payment.

**With cash at any Payzone shop or garage** - Look for the Payzone sign. Hand over your cash payment and either the payment card we sent you or this bill to credit your energy account. Please keep the receipt.

**At the Post Office** - Give them your payment and either the payment card we sent you or this bill and they'll credit your energy account. Please keep the receipt. Make out cheques to Post Office Ltd.

**By post** - You can post a cheque payment to Co-operative Energy Ltd, Co-operative House, Warwick Technology Park, Warwick CV34 6DA. Please write your name and address on the back of your cheque with your account number which is on the front of this bill.





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[www.cooperativeenergy.coop](http://www.cooperativeenergy.coop)

## Payment/Charges/Credits Detail

All payments received during this period:

Direct Debit Payment received on 06 June 2014 thank you	£106.80 CR
Direct Debit Payment received on 07 July 2014 thank you	£106.80 CR
Direct Debit Payment received on 06 August 2014 thank you	£106.80 CR
Direct Debit Payment received on 08 September 2014 thank you	£106.80 CR

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## Electricity used



30 Kings Mews  
London  
London  
WC1N 2JB

<b>S</b>	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Meter serial number K78A 07526

Your estimated annual consumption (kWh) 3,000

Charge period from 26 May 2014 to 15 September 2014

### Meter readings

Tariff Fixed to March 2016

Date	Reading	Date	Reading	kWh	Price p/kWh	Cost
26/05/14	24575 (C)	28/05/14	24575 (C)	0	12.82	£0.00
28/05/14	24575 (C)	11/07/14	25096 (C)	521	12.82	£66.79
11/07/14	25096 (C)	28/08/14	25505 (C)	409	12.82	£52.43
28/08/14	25505 (C)	12/09/14	25757 (C)	252	12.82	£32.31
				<b>1,182</b>		

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Cost of electricity used: £151.53**

Other transactions:

Service Charge 112 days, based on a charge of £69.52 per year £21.33

**Total cost of electricity supplied (excluding VAT) £172.86**



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## Gas used



30 Kings Mews  
London  
London  
WC1N 2JB

Meter point registration number 3387773602

Meter serial number G4A01857130201

Your estimated annual consumption (kWh) 9,425

Charge period from 26 May 2014 to 15 September 2014

### Meter readings

Tariff Fixed to March 2016

Date	Reading	Date	Reading	Units	kWh	Price p/kWh	Cost
26/05/14	17163 (C)	28/05/14	17163 (C)	0	0	3.64	£0.00
28/05/14	17163 (C)	11/07/14	17213 (C)	50	557	3.64	£20.27
11/07/14	17213 (C)	28/08/14	17237 (C)	24	267	3.64	£9.72
28/08/14	17237 (C)	15/09/14	17251 (E)	14	156	3.64	£5.68
				<b>88</b>	<b>980</b>		

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Cost of gas used: £35.67**

Service Charge 112 days, based on a charge of £85.71 per year £26.30

**Total cost of gas supplied (excluding VAT) £61.97**

## Explaining your gas statement

### Formula

We converted your gas units to kWh using the following formula:

Meter units	88
Volume conversion factor	1.00
Metric units	88
Volume correction	x 1.02264
Calorific value	x 39.20
Convert to kWh	÷ 3.6

**kWh used 980**

### Definitions

Volume conversion factor: This is when we convert your meter units to metric. If you have an imperial meter this will be 2.83 and if you have a metric meter this will be 1.00.

Volume correction: Gas regulations require us to take into account the changes in your volume of gas based upon temperature and pressure. This is reflected by using the industry standard correction factor of 1.02264.

Calorific value: The measurement of the energy content of gas which varies throughout the year.

Convert to kWh: This is the final stage of the process.



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Mr Nicholas Rae  
30 Kings Mews  
London  
London  
WC1N 2JB

Account number: MCCOE275459

Bill number: 2

Bill date: 12 January 2015

## Bill for charge period from 15 September 2014 to 12 January 2015



Previous Balance	£180.63	CR
<b>This period's charges</b>		
Electricity	£265.48	
Gas	£379.31	
<b>Total charges before VAT</b>	<b>£644.79</b>	
VAT at 5%	£32.24	
<b>Total new charges</b>	<b>£677.03</b>	
Total payments/credits/charges (see separate page for detailed information)	£439.20	CR
<b>Your new balance</b>	<b>£57.20</b>	



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## Could you pay less?

### Your personal projection :

**Electricity: £817.39** per year.

This is based on your actual consumption for  
your tariff and the current price.

### Our Cheapest similar tariff:

Name:

You could save:

### Our Cheapest overall tariff:

Name:

You could save:

*Please note that switching tariffs may involve changing to materially different terms and conditions.*

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## Could you pay less?

Your personal projection :

**Gas: £803.49** per year.

This is based on your actual consumption for your tariff and the current price.

**Our Cheapest similar tariff:**

Name:

You could save:

**Our Cheapest overall tariff:**

Name:

You could save:

*Please note that switching tariffs may involve changing to materially different terms and conditions. Call us or visit our website for details. Remember - it might be worth thinking about switching your tariff or supplier.*

### About your tariff - Gas

Here's information about your tariff to help you to compare it with others available:

Fuel	Gas
Tariff Name	
Payment Method	
Exit Fees (if you cancel before end date)	<b>£0.00</b>
Your usage in the last 12 months	

### About your Tariff Comparison Rate (TCR)

Your TCR is: p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of gas tariffs.

The TCR is not an actual price or an indication of how much energy you use-it is only a guide. It is based on how much gas a typical user will consume in a year. This is currently 13,500kWh a year. Your actual bills will depend on how much gas you use.

*Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.*



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## Frequently Asked Questions

- **What is a kWh (Kilowatt-hour)?**  
A kilowatt-hour is the unit of energy which we use to calculate how much gas/electricity you've used and how much to bill you.
- **What is the Tariff Comparison Rate (TCR)?**  
Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.
- **How do we calculate your estimated annual cost?**  
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- **Can I change my tariff or my payment method?**  
Yes, although different terms and conditions may apply. Please get in touch to find out more.
- **What is contained in my standing charge and my unit rate(s)?**  
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## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on **0800 111 999**
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any other kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Gas Emergency hotline on **0800 111 999**.

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Local network operators are responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, you will need to contact the operator for your area directly. But, before you do phone them, it's worth checking a few things:

- Check your trip switch to make sure you don't have a fault with your wiring or an appliance
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  - MANWEB** - Scottish Power: 0845 272 2424
  - Midlands Electricity** - Western Power Distribution: 0800 328 1111
  - Northern Electric** - NEDL: 0800 668 877
  - NORWEB** - United Utilities: 0800 195 4141
  - Scottish Hydro Electric** - S&SE: 0845 300 999
  - Scottish Power** - Scottish Power: 0845 272 7999
  - SEEBOARD** - EDF Distribution: 0800 783 8866
  - Southern Electric** - S&SE: 08457 708 090
  - South Wales** - Western Power Distribution: 0800 052 0400
  - South West** - Western Power Distribution: 0800 365 900
  - Yorkshire Electricity** - YEDL: 0800 375 675

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

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[www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

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**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

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**Your local Citizens Advice Bureau**

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**At the Post Office** - Give them your payment and either the payment card we sent you or this bill and they'll credit your energy account. Please keep the receipt. Make out cheques to Post Office Ltd.

**By post** - You can post a cheque payment to Co-operative Energy Ltd, Co-operative House, Warwick Technology Park, Warwick CV34 6DA. Please write your name and address on the back of your cheque with your account number which is on the front of this bill.





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By visiting our website.

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## Payment/Charges/Credits Detail

All payments received during this period:

Direct Debit Payment received on 06 October 2014 thank you	£106.80 CR
Government Rebate Payment received on 23 October 2014 thank you	£12.00 CR
Direct Debit Payment received on 06 November 2014 thank you	£106.80 CR
Direct Debit Payment received on 08 December 2014 thank you	£106.80 CR
Direct Debit Payment received on 06 January 2015 thank you	£106.80 CR



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## Electricity used



30 Kings Mews  
London  
London  
WC1N 2JB

<b>S</b>	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943  
Meter serial number K78A 07526  
Your estimated annual consumption (kWh) 4,409  
Charge period from 15 September 2014 to 12 January 2015

### Meter readings

Tariff Fixed to March 2016

Date	Reading	Date	Reading	kWh	Price p/kWh	Cost
12/09/14	25757 (C)	17/09/14	25816 (C)	59	12.82	£7.56
17/09/14	25816 (C)	24/09/14	25916 (M)	100	12.82	£12.82
24/09/14	25916 (M)	30/10/14	26367 (C)	451	12.82	£57.82
30/10/14	26367 (C)	20/11/14	26726 (C)	359	12.82	£46.02
20/11/14	26726 (C)	05/12/14	26949 (C)	223	12.82	£28.59
05/12/14	26949 (C)	18/12/14	27299 (C)	350	12.82	£44.87
18/12/14	27299 (C)	12/01/15	27651 (E)	352	12.82	£45.13
				<b>1,894</b>		

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Cost of electricity used: £242.81**

Other transactions:

Service Charge 119 days, based on a charge of £69.52 per year £22.67

**Total cost of electricity supplied (excluding VAT) £265.48**



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## Gas used



30 Kings Mews  
London  
London  
WC1N 2JB

Meter point registration number 3387773602

Meter serial number G4A01857130201

Your estimated annual consumption (kWh) 9,425

Charge period from 15 September 2014 to 12 January 2015

### Meter readings

Tariff Fixed to March 2016

Date	Reading	Date	Reading	Units	kWh	Price p/kWh	Cost
15/09/14	17251 (E)	17/09/14	17265 (C)	14	156	3.64	£5.68
17/09/14	17265 (C)	30/10/14	17447 (C)	182	2,026	3.64	£73.75
30/10/14	17447 (C)	20/11/14	17699 (C)	252	2,806	3.64	£102.14
20/11/14	17699 (C)	18/12/14	18030 (C)	331	3,685	3.64	£134.13
18/12/14	18030 (C)	12/01/15	18118 (E)	88	980	3.64	£35.67
				<b>867</b>	<b>9,653</b>		

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Cost of gas used: £351.37**

Service Charge 119 days, based on a charge of £85.71 per year £27.94

**Total cost of gas supplied (excluding VAT) £379.31**





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## Explaining your gas statement

### Formula

We converted your gas units to kWh  
using the following formula:

Meter units	867
Volume conversion factor	1.00
Metric units	867
Volume correction	x 1.02264
Calorific value	x 39.19
Convert to kWh	÷ 3.6

**kWh used**

**9,653**

### Definitions

Volume conversion factor: This is when we convert your meter units to metric. If you have an imperial meter this will be 2.83 and if you have a metric meter this will be 1.00.

Volume correction: Gas regulations require us to take into account the changes in your volume of gas based upon temperature and pressure. This is reflected by using the industry standard correction factor of 1.02264.

Calorific value: The measurement of the energy content of gas which varies throughout the year.

Convert to kWh: This is the final stage of the process.

Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322778985209  
Statement date: 2 May 2015

<b>Statement</b> for charge period from 12 January 2015 to 13 April 2015	
Previous Balance	£ 57.20
Corrections From Previous Period	£ 0.00
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 747.78
<b>Total Charges Before VAT</b>	£ 712.17
VAT at 5%	£ 35.61
<b>Total New Charges</b>	<b>£ 747.78</b>
Total Payments	£ 320.40 CR
No Adjustments Received	£ 0.00
<b>Your New Balance</b>	<b>£ 484.58</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.

## Could you pay less?

**Your personal projection: Electricity:** £ 716.70 per year

**Our Cheapest similar tariff:** Name: Fair & Square May 2016 You could save £ 121.38 .

**Our Cheapest overall tariff:** Name: Fair & Square May 2016 You could save £ 121.38 .

**Your personal projection: Gas:** £ 451.51 per year

**Our Cheapest similar tariff:** Name: Fair & Square May 2016 You could save £ 65.77 .

**Our Cheapest overall tariff:** Name: Fair & Square May 2016 You could save £ 65.77 .

This is based on your estimated consumption for your tariff and the current price including VAT.

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

Please note that further information about your tariff can be found in the following pages.

Please be aware that switching your tariff may involve changing to materially different Terms & Conditions.

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	4,778.6 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 15.74 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,200 kWh a year. Your actual bills will depend on how much Electric you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	9,425.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.49 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 13,500 kWh a year. Your actual bills will depend on how much Gas you use.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.

## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

### Power cut

The Network Operator is responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, please call the National Electricity Network number on **105**, to be connected to your local Distribution Network Operator. But, before you do phone them, it's worth checking a few things:

- Check if your neighbours are affected. If they are, it's more likely there is a problem with the Local Distribution Network and you will need to call the Electricity Network number on **105**.
- Check your trip switch to make sure you don't have a fault with your wiring or an appliance.

You can find out more information by visiting: [www.cooperativeenergy.coop/customer-service/in-an-emergency/](http://www.cooperativeenergy.coop/customer-service/in-an-emergency/)

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and 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 you're struggling to pay your bills. To "know your rights" visit:

[www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

for up to date information, or contact the Citizens Advice consumer service on 03454 04 05 06.

For wider advice and information on money worries, you might find these organisations helpful:

**The Money Advice Service** - 0800 138 7777

**The National Debtline** - 0808 808 4000

**Consumer Credit Counselling Service (CCCS)** - 0800 138 1111

Your local Citizens Advice Bureau

## Ways to pay

**Pay Online by Credit or Debit Card** - Log on to your account at [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop). Follow the links to make a payment.

**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking** - Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**PayPoint/Post Office** - Using a PayPoint card you can make a payment at a Post Office or PayPoint outlet. You will need your PayPoint card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Payment/Charges/Credits Detail

All payments received during this period:

DDBA	05/02/15	£ 106.80 CR
DDBA	05/03/15	£ 106.80 CR
DDBA	07/04/15	£ 106.80 CR

### Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYP	Paypoint Payment
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

**Electricity Used**

30 Kings Mews  
London  
WC1N 2JB

<b>S</b>	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Your estimated annual consumption (kWh) 4,778.6

Charge Period from 12 January 2015 to 13 April 2015

Tariff Name **Fixed March 2016**

**Meter Readings**

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526							
	12/01/15	27651.0 (E)	20/03/15	28745.0 (C)	1094.0	UNRESTRICTED	1094.0
	20/03/15	28745.0 (C)	13/04/15	29066.0 (E)	321.0	UNRESTRICTED	321.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Your Breakdown of Charges from 12 January 2015 to 13 April 2015**

Electric Charges

Electricity Unit Charge 1,415 at £0.1282 per kWh £ 181.40

**Total Cost of Electric used:** £ 181.40

Other Charges

Electricity Standing Charge 91 at £0.1905 per day for MPAN 1200028091943 £ 17.34

**Total Cost of Other Charges:** £ 17.34

**Total Cost of Electric Supplied (excluding VAT)**

£ 198.74

**Gas Used**

30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 9,425.0

Charge Period from 12 January 2015 to 13 April 2015

Tariff Name **Fixed March 2016**

**Meter Readings**

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Calorific value	kWh
G4A01857130201	(Metric Meter)						
	12/01/15	18118.0 (E)	20/03/15	19263.0 (C)	1145.0		12782.0
	20/03/15	19263.0 (C)	13/04/15	19331.0 (E)	67.0		736.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate (R) Cyclical and Opening Replacement (O) Old Supplier Read

**Your Breakdown of Charges from 12 January 2015 to 13 April 2015**

Gas Charges

Gas Unit Charge 13,518 at £0.0364 per kWh £ 492.06

**Total Cost of Gas used:** £ 492.06

Other Charges

Gas Standing Charge 91 at £0.2348 per day for MPRN 3387773602 £ 21.37

**Total Cost of Other Charges:** £ 21.37

**Total Cost of Gas Supplied (excluding VAT)**

£ 513.43

## How we convert your gas usage into kWh

For each meter reading on your bill, we convert your gas usage, which is measured in units into kilowatt-hours (kWh) using the following formula:

Units	- see units above
x Volume conversion factor	- this is 1.00 for metric meters or 2.83 for imperial meters
x Calorific value	- see calorific value above
x Volume correction	- this is 1.02264
÷3.6	- to convert to kWh



Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322778237122  
Statement date: 16 July 2015

<b>Statement</b> for charge period from 13 April 2015 to 13 July 2015	
Previous Balance	£ 484.58
Corrections From Previous Period	£ 0.00
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 230.65
<b>Total Charges Before VAT</b>	£ 219.66
VAT at 5%	£ 10.99
<b>Total New Charges</b>	<b>£ 230.65</b>
Total Payments	£ 320.40 CR
No Adjustments Received	£ 0.00
<b>Your New Balance</b>	<b>£ 394.83</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.

## Could you pay less?

**Your personal projection: Electricity:** £ 720.08 per year

**Our Cheapest similar tariff:** Name: Fair & Square May 2016 You could save £ 124.76 .

**Our Cheapest overall tariff:** Name: Fair & Square May 2016 You could save £ 124.76 .

**Your personal projection: Gas:** £ 461.34 per year

**Our Cheapest similar tariff:** Name: Fair & Square May 2016 You could save £ 75.60 .

**Our Cheapest overall tariff:** Name: Fair & Square May 2016 You could save £ 75.60 .

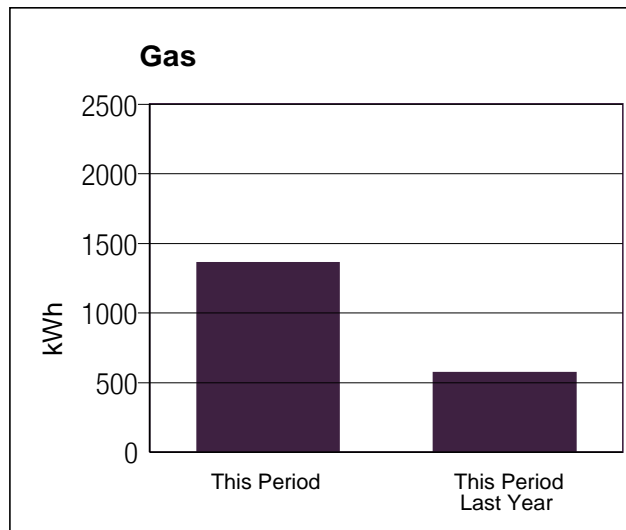
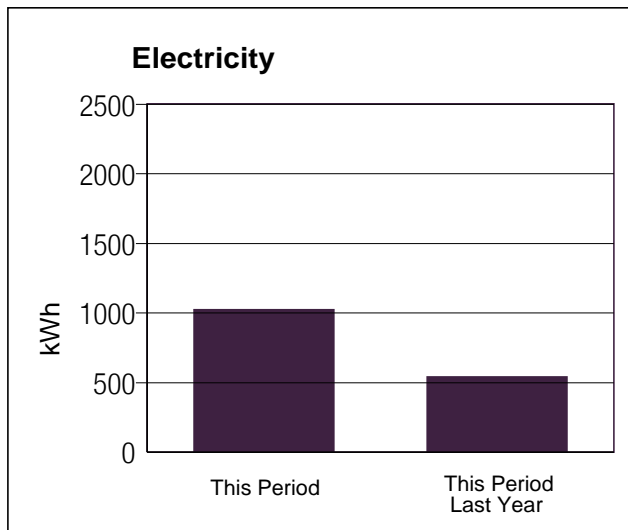
This is based on your estimated consumption for your tariff and the current price including VAT.

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

Please note that further information about your tariff can be found in the following pages.

Please be aware that switching your tariff may involve changing to materially different Terms & Conditions.

## About your consumption



\* An estimated read may have been used to calculate your energy use

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	4,778.6 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 15.74 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,200 kWh a year. Your actual bills will depend on how much Electric you use.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	9,425.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.49 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 13,500 kWh a year. Your actual bills will depend on how much Gas you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.

## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

### Power cut

The Network Operator is responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, please call the National Electricity Network number on **105**, to be connected to your local Distribution Network Operator. But, before you do phone them, it's worth checking a few things:

- Check if your neighbours are affected. If they are, it's more likely there is a problem with the Local Distribution Network and you will need to call the Electricity Network number on **105**.
- Check your trip switch to make sure you don't have a fault with your wiring or an appliance.

You can find out more information by visiting: [www.cooperativeenergy.coop/customer-service/in-an-emergency/](http://www.cooperativeenergy.coop/customer-service/in-an-emergency/)

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and 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 you're struggling to pay your bills. To "know your rights" visit:

[www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

for up to date information, or contact the Citizens Advice consumer service on 03454 04 05 06.

For wider advice and information on money worries, you might find these organisations helpful:

**The Money Advice Service** - 0800 138 7777

**The National Debtline** - 0808 808 4000

**Consumer Credit Counselling Service (CCCS)** - 0800 138 1111

Your local Citizens Advice Bureau

## Ways to pay

**Pay Online by Credit or Debit Card** - Log on to your account at [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop). Follow the links to make a payment.

**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking** - Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**PayPoint/Post Office** - Using a PayPoint card you can make a payment at a Post Office or PayPoint outlet. You will need your PayPoint card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Payment/Charges/Credits Detail

All payments received during this period:

DDBA	06/07/15	£ 106.80 CR
DDBA	05/05/15	£ 106.80 CR
DDBA	05/06/15	£ 106.80 CR

### Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYP	Paypoint Payment
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

**Electricity Used**

30 Kings Mews  
London  
WC1N 2JB

<b>S</b>	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Your estimated annual consumption (kWh) 4,778.6

Charge Period from 13 April 2015 to 13 July 2015

Tariff Name **Fixed March 2016**

**Meter Readings**

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526	13/04/15	29066.0 (E)	13/07/15	30091.0 (E)	1025.0	UNRESTRICTED	1025.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Your Breakdown of Charges from 13 April 2015 to 13 July 2015**

Electric Charges

Electricity Unit Charge 1,025 at £0.1282 per kWh £ 131.41

**Total Cost of Electric used:** £ 131.41

Other Charges

Electricity Standing Charge 91 at £0.1905 per day for MPAN 1200028091943 £ 17.34

**Total Cost of Other Charges:** £ 17.34

**Total Cost of Electric Supplied (excluding VAT)**

£ 148.75

## Gas Used



30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 9,425.0

Charge Period from 13 April 2015 to 13 July 2015

Tariff Name **Fixed March 2016**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Calorific value	kWh
G4A01857130201 (Metric Meter)	13/04/15	19331.0 (E)	13/07/15	19454.0 (E)	122.0		1361.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate (R) Cyclical and Opening Replacement (O) Old Supplier Read

## Your Breakdown of Charges from 13 April 2015 to 13 July 2015

Gas Charges

Gas Unit Charge 1,361 at £0.0364 per kWh £ 49.54

**Total Cost of Gas used:** £ 49.54

Other Charges

Gas Standing Charge 91 at £0.2348 per day for MPRN 3387773602 £ 21.37

**Total Cost of Other Charges:** £ 21.37

**Total Cost of Gas Supplied (excluding VAT)**

£ 70.91

## How we convert your gas usage into kWh

For each meter reading on your bill, we convert your gas usage, which is measured in units into kilowatt-hours (kWh) using the following formula:



Units	- see units above
x Volume conversion factor	- this is 1.00 for metric meters or 2.83 for imperial meters
x Calorific value	- see calorific value above
x Volume correction	- this is 1.02264
÷3.6	- to convert to kWh

Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322775425955  
Statement date: 15 January 2016

<b>Statement</b> for charge period from 13 July 2015 to 11 January 2016  	
Previous Balance	£ 290.55
Corrections From Previous Period	£ 216.12 CR
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 973.79
<b>Total Charges Before VAT</b>	£ 927.42
VAT at 5%	£ 46.37
<b>Total New Charges</b>	<b>£ 973.79</b>
Total Payments	£ 320.40 CR
Total Adjustments	£ 12.00 CR
<b>Your New Balance</b>	<b>£ 715.82</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.



## Could you pay less?

### Your personal projection :

**Electricity:** £ 829.66 per year

This is based on your estimated consumption for your tariff and the current price including VAT.

**Our Cheapest similar tariff:** Name:Co-op Online 3 (February 2017). You could save £ 201.87.

**Our Cheapest overall tariff:** Name: Co-op Online 3 (February 2017). You could save £ 201.87.

**Gas:** £ 877.46 per year

This is based on your estimated consumption for your tariff and the current price including VAT.

**Our Cheapest similar tariff:** Name:Co-op Online 3 (February 2017). You could save £ 237.94.

**Our Cheapest overall tariff:** Name: Co-op Online 3 (February 2017). You could save £ 237.94.

Please note that further information about your tariff can be found in the following pages.

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

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	5,530.1 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 15.82 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,100 kWh a year. Your actual bills will depend on how much Electric you use.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	18,668.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.54 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 12,500 kWh a year. Your actual bills will depend on how much Gas you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.



## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999

- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

### Power cut

Local network operators are responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, you will need to contact the operator for your area directly. But, before you do phone them, it's worth checking a few things:

- Check your trip switch to make sure you don't have a fault with your wiring or an appliance
- Check if your neighbours are affected. If they are, it's more likely there is a problem with the local network and you will need to contact your network operator.

Use the interactive map at

[www.cooperativeenergy.coop/customer-service/in-an-emergency/](http://www.cooperativeenergy.coop/customer-service/in-an-emergency/)

to find out which of the following network operators applies to you:

**North Scotland** – SSE Power Distribution: **0800 300 999**

**Central and Southern Scotland** –

Scottish Power: **0800 092 9290**

**North East England** – Northern Powergrid: **0800 668 877**

**North West England** – Electricity North West: **0800 195 4141**

**Yorkshire** – Northern Powergrid: **0800 375 675**

**N. Wales, Merseyside, N. Shropshire & Cheshire** –

Scottish Power: **0800 001 5400**

**E. & W. Midlands, S. Wales & S.W. England** – Western Power:

**0800 6783 105**

**Eastern England** – UK Power Networks: **0800 783 8838**

**Southern England** – SSE Power Distribution: **0800 072 7282**

**London** – UK Power Networks: **0800 028 0247**

**South East England** – UK Power Networks: **0800 783 8866**

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and advice

Citizens Advice consumer service can assist in providing information and advice to Domestic Consumers. If you live in England, you can find out more from their website.

[http://www.adviceguide.org.uk/england/consumer\\_e/consumer\\_energy\\_supply\\_e/consumer\\_saving\\_money\\_on\\_energy\\_bills\\_e.html](http://www.adviceguide.org.uk/england/consumer_e/consumer_energy_supply_e/consumer_saving_money_on_energy_bills_e.html)

or call them on 03454 04 05 06. If you live in Scotland please visit their website at

<http://www.cas.org.uk> or call them on 0808 800 9060.

If you are having difficulties paying for your energy, the first thing to do is call us on 0800 954 0693. We'll do everything we can to help you work things out. For wider advice and information on money worries, you might find these organisations helpful:

**The Debt Advice Trust** - 0800 954 6549

**The National Debtline** - 0808 808 4000

**Step Change** - 0800 138 1111

**Community Legal Advice (CLA)** - 0345 345 4345

**Your local Citizens Advice Bureau**

## Ways to pay

**Pay Online by Credit or Debit Card** - Log on to your account at [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) Follow the links to make a payment.

**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking**- Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**Payzone/Post Office** - Using a Payzone card you can make a payment at a Post Office or Payzone outlet. You will need your Payzone card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Payment/Charges/Credits Detail

All payments received during this period:

DDBA	£ 106.80 CR
DDBA	£ 106.80 CR
DDBA	£ 106.80 CR
Government Electricity Rebate 2015 AD	£ 12.00 CR

## Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

## Electricity Used



30 Kings Mews  
London  
WC1N 2JB

S	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Your estimated annual consumption (kWh) 5,530.1

Charge Period from 13 July 2015 to 11 January 2016

Tariff Name **Fixed March 2016**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526							
	13/07/15	30091.0 (E)	12/10/15	31108.0 (E)	1017.0	UNRESTRICTED	1017.0
	12/10/15	31108.0 (E)	16/11/15	32052.0 (C)	944.0	UNRESTRICTED	944.0
	16/11/15	32052.0 (C)	11/01/16	33084.0 (E)	1032.0	UNRESTRICTED	1032.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 13 July 2015 to 11 January 2016

### Electric Charges

Electricity Unit Charge 806 at £0.1282 per kWh £ 103.33

Electricity Unit Charge 2,187 at £0.1282 per kWh £ 280.37

**Total Cost of Electric used:** £ 383.70

### Other Charges

Electricity Standing Charge 182 at £0.1905 per day for MPAN 1200028091943 £ 34.67

**Total Cost of Other Charges:** £ 34.67

**Total Cost of Electric Supplied (excluding VAT)**

**£ 418.37**

**Gas Used**

30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 18,668.0

Charge Period from 13 July 2015 to 11 January 2016

Tariff Name **Fixed March 2016**

**Meter Readings**

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
G4A01857130201							
	13/07/15	19454.0 (E)	12/10/15	19544.0 (E)	90.0		1009.0
	12/10/15	19544.0 (E)	16/11/15	20176.0 (C)	632.0		7091.0
	16/11/15	20176.0 (C)	11/01/16	20598.0 (E)	422.0		4711.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Your Breakdown of Charges from 13 July 2015 to 11 January 2016****Gas Charges**

Gas Unit Charge 3,449 at £0.0364 per kWh £ 125.54

Gas Unit Charge 9,362 at £0.0364 per kWh £ 340.78

**Total Cost of Gas used:** £ 466.32

**Other Charges**

Gas Standing Charge 182 at £0.2348 per day for MPRN 3387773602 £ 42.73

**Total Cost of Other Charges:** £ 42.73

**Total Cost of Gas Supplied (excluding VAT)**

**£ 509.05**

## Explaining your Gas Statement

### Formula

We converted your gas units to kWh using the following formula:

Meter Units Imperial	
Volume conversion factor	
Meter Units Metric	1144
Volume correction	x 1.02264
Calorific value	x 39.4
Convert to kWh	÷ 3.600
kWh used	12811

### Definitions

Volume conversion factor: This is when we convert your meter units to metric. If you have an imperial meter this will be 2.83 and if you have a metric meter this will be 1.00.

Volume correction: Gas regulations require us to take into account the changes in the volume of gas based upon temperature and pressure. This is reflected by using the industry standard correction factor of 1.02264.

Calorific value: The measurement of the energy content of gas which varies throughout the year.



Convert to kWh: This is the final stage of the process.

Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322779662473  
Statement date: 20 April 2016

<b>Statement</b> for charge period from 11 January 2016 to 31 March 2016  	
Previous Balance	£ 715.82
Corrections From Previous Period	£ 0.00
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 443.70
<b>Total Charges Before VAT</b>	£ 422.58
VAT at 5%	£ 21.12
<b>Total New Charges</b>	<b>£ 443.70</b>
Total Payments	£ 320.40 CR
No Adjustments Received	£ 0.00
<b>Your New Balance</b>	<b>£ 839.12</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.



## Could you pay less?

### Your personal projection :

**Electricity:** £ 833.09 per year

This is based on your estimated consumption for your tariff and the current price including VAT.

**Our Cheapest similar tariff:** Name:Co-op Online March 2017-paper bills. You could save £ 247.34.

**Our Cheapest overall tariff:** Name: Co-op Online March 2017-paper bills. You could save £ 247.34.

**Gas:** £ 851.18 per year

This is based on your estimated consumption for your tariff and the current price including VAT.

**Our Cheapest similar tariff:** Name:Co-op Online March 2017-paper bills. You could save £ 255.66.

**Our Cheapest overall tariff:** Name: Co-op Online March 2017-paper bills. You could save £ 255.66.

Please note that further information about your tariff can be found in the following pages.

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

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	5,530.1 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 15.82 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,100 kWh a year. Your actual bills will depend on how much Electric you use.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Fixed March 2016
Payment Method	Direct Debit
Tariff end date	31 March 2016
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	18,668.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.54 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 12,500 kWh a year. Your actual bills will depend on how much Gas you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.

## In an emergency

### Gas emergency

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**Yorkshire** – Northern Powergrid: **0800 375 675**

**N. Wales, Merseyside, N. Shropshire & Cheshire** –

Scottish Power: **0800 001 5400**

**E. & W. Midlands, S. Wales & S.W. England** – Western Power: **0800 6783 105**

**Eastern England** – UK Power Networks: **0800 783 8838**

**Southern England** – SSE Power Distribution: **0800 072 7282**

**London** – UK Power Networks: **0800 028 0247**

**South East England** – UK Power Networks: **0800 783 8866**

## Complaints

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[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

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[http://www.adviceguide.org.uk/england/consumer\\_e/consumer\\_energy\\_supply\\_e/consumer\\_saving\\_money\\_on\\_energy\\_bills\\_e.html](http://www.adviceguide.org.uk/england/consumer_e/consumer_energy_supply_e/consumer_saving_money_on_energy_bills_e.html)

or call them on 03454 04 05 06. If you live in Scotland please visit their website at

<http://www.cas.org.uk> or call them on 0808 800 9060.

If you are having difficulties paying for your energy, the first thing to do is call us on 0800 954 0693. We'll do everything we can to help you work things out. For wider advice and information on money worries, you might find these organisations helpful:

**The Debt Advice Trust** - 0800 954 6549

**The National Debtline** - 0808 808 4000

**Step Change** - 0800 138 1111

**Community Legal Advice (CLA)** - 0345 345 4345

**Your local Citizens Advice Bureau**

## Ways to pay

**Pay Online by Credit or Debit Card** - Log on to your account at [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) Follow the links to make a payment.

**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking**- Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**Paypoint/Post Office** - Using a Paypoint card you can make a payment at a Post Office or Paypoint outlet. You will need your Paypoint card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.



## Payment/Charges/Credits Detail

All payments received during this period:

DDBA	£ 106.80 CR
DDBA	£ 106.80 CR
DDBA	£ 106.80 CR

### Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYP	Paypoint Payment
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

## Electricity Used



30 Kings Mews  
London  
WC1N 2JB

S	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943  
Your estimated annual consumption (kWh) 5,530.1  
Charge Period from 11 January 2016 to 31 March 2016

Tariff Name **Fixed March 2016**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526	11/01/16	33084.0 (E)	31/03/16	34256.0 (E)	1172.0	UNRESTRICTED	1172.0

Source of meter reading  
(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 11 January 2016 to 31 March 2016

Electric Charges	
Electricity Unit Charge 1,172 at £0.1282 per kWh	£ 150.25
<b>Total Cost of Electric used:</b>	<b>£ 150.25</b>
Other Charges	
Electricity Standing Charge 80 at £0.1905 per day for MPAN 1200028091943	£ 15.24
<b>Total Cost of Other Charges:</b>	<b>£ 15.24</b>

**Total Cost of Electric Supplied (excluding VAT)**

**£ 165.49**

## Gas Used



30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 18,668.0

Charge Period from 11 January 2016 to 31 March 2016

Tariff Name **Fixed March 2016**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
G4A01857130201	11/01/16	20598.0 (E)	31/03/16	21186.0 (E)	588.0		6547.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 11 January 2016 to 31 March 2016

Gas Charges

Gas Unit Charge 6,547 at £0.0364 per kWh £ 238.31

**Total Cost of Gas used:** £ 238.31

Other Charges

Gas Standing Charge 80 at £0.2348 per day for MPRN 3387773602 £ 18.78

**Total Cost of Other Charges:** £ 18.78

**Total Cost of Gas Supplied (excluding VAT)**

**£ 257.09**

## Explaining your Gas Statement

### Formula

We converted your gas units to kWh using the following formula:

Meter Units Imperial

Volume conversion factor

Meter Units Metric 588

Volume correction x 1.02264

Calorific value x 39.2

Convert to kWh ÷ 3.600

kWh used 6547

### Definitions

Volume conversion factor: This is when we convert your meter units to metric. If you have an imperial meter this will be 2.83 and if you have a metric meter this will be 1.00.

Volume correction: Gas regulations require us to take into account the changes in the volume of gas based upon temperature and pressure. This is reflected by using the industry standard correction factor of 1.02264.

Calorific value: The measurement of the energy content of gas which varies throughout the year.

Convert to kWh: This is the final stage of the process.

Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322779480335  
Statement date: 22 July 2016

<b>Statement</b> for charge period from 31 March 2016 to 19 July 2016	
Previous Balance	£ 839.12
Corrections From Previous Period	£ 0.00
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 859.42
<b>Total Charges Before VAT</b>	£ 818.50
VAT at 5%	£ 40.92
<b>Total New Charges</b>	<b>£ 859.42</b>
Total Payments	£ 320.40 CR
No Adjustments Received	£ 0.00
<b>Your New Balance</b>	<b>£ 1,378.14</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.

<b>Could you pay less?</b>
<p><b>Your personal projection: Electricity:</b> £ 805.07 per year  <b>Our Cheapest similar tariff:</b> Name: Co-op Fix for Longer October 2017 You could save £ 202.63 .  <b>Our Cheapest overall tariff:</b> Name:Co-op Fix for Longer October 2017 You could save £ 202.63 .</p>
<p><b>Your personal projection: Gas:</b> £ 851.18 per year  <b>Our Cheapest similar tariff:</b> Name: Co-op Fix for Longer October 2017 You could save £ 215.78 .  <b>Our Cheapest overall tariff:</b> Name:Co-op Fix for Longer October 2017 You could save £ 215.78 .</p>
<p>This is based on your estimated consumption for your tariff and the current price including VAT.  <b>Remember - it might be worth thinking about switching your tariff or supplier.</b>  Please note that further information about your tariff can be found in the following pages.  Please be aware that switching your tariff may involve changing to materially different Terms &amp; Conditions.</p>

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Pioneer Variable
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	5,326.2 kWh

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Pioneer Variable
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	18,668.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 16.10 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,100 kWh a year. Your actual bills will depend on how much Electric you use.

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.75 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 12,500 kWh a year. Your actual bills will depend on how much Gas you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.

## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

### Power cut

Local network operators are responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, you will need to contact the operator for your area directly. But, before you do phone them, it's worth checking a few things:

- Check your trip switch to make sure you don't have a fault with your wiring or an appliance
- Check if your neighbours are affected. If they are, it's more likely there is a problem with the local network and you will need to contact your network operator. Use the interactive map at [www.cooperativeenergy.coop/help/its-an-emergency](http://www.cooperativeenergy.coop/help/its-an-emergency) to find out which of the following network operators applies to you:
- To access live power cut information in your area please go to [www2.nationalgrid.com/UK/Safety/Power-cut](http://www2.nationalgrid.com/UK/Safety/Power-cut) with your post code

**South Scotland** – Scottish Power: **0845 272 7999**

**North East England** – Northern Powergrid: **0800 668 877**

**North West** – Electricity North West: **0800 195 4141**

**Yorkshire** – Northern Powergrid: **0800 375 675**

**East Midlands** – Western Power: **0800 056 8090**

**West Midlands** – Western Power: **0800 328 1111**

**Eastern England** – UK Power Networks: **0800 783 8838**

**South Wales** – Western Power: **0800 052 0400**

**Southern England** – S & S Energy: **0800 072 7282**

**London** – UK Power Networks: **0800 028 0247**

**South East England** – UK Power Networks: **0800 783 8866**

**South West England** – Western Power: **0800 365 900**

**N. Wales, Merseyside & Cheshire** – Scottish Power: **0845 272 2424**

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and advice

Citizens Advice consumer service can assist in providing information and advice to Domestic Consumers. If you live in England, you can find out more from their website.

[http://www.adviceguide.org.uk/england/consumer\\_e/consumer\\_energy\\_supply\\_e/consumer\\_saving\\_money\\_on\\_energy\\_bills\\_e.htm](http://www.adviceguide.org.uk/england/consumer_e/consumer_energy_supply_e/consumer_saving_money_on_energy_bills_e.htm)

or call them on 03454 04 05 06. If you live in Scotland please visit their website at

<http://www.cas.org.uk> or call them on 0808 800 9060.

If you are having difficulties paying for your energy, the first thing to do is call us on 0800 954 0693. We'll do everything we can to help you work things out. For wider advice and information on money worries, you might find these organisations helpful:

**The Debt Advice Trust** - 0800 954 6549

**The National Debtline** - 0808 808 4000

**Consumer Credit Counselling Service (CCCS)** - 0800 138 1111

**Community Legal Advice (CLA)** - 0845 345 4345

**Your local Citizens Advice Bureau**

## Ways to pay

**Pay Online by Credit or Debit Card** - Log on to your account at [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) Follow the links to make a payment.

**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213. Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking** - Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**PayPoint/Post Office** - Using a PayPoint card you can make a payment at a Post Office or PayPoint outlet. You will need your PayPoint card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Payment/Charges/Credits Detail

All payments received during this period:

DDBA	05/05/16	£ 106.80 CR
DDBA	05/07/16	£ 106.80 CR
DDBA	06/06/16	£ 106.80 CR

### Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYP	Paypoint Payment
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

## Electricity Used



30 Kings Mews  
London  
WC1N 2JB

S	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Your estimated annual consumption (kWh) 5,326.2

Charge Period from 31 March 2016 to 19 July 2016

Tariff Name **Pioneer Variable**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526							
	31/03/16	34256.0 (E)	04/04/16	34309.0 (C)	53.0	UNRESTRICTED	53.0
	04/04/16	34309.0 (C)	19/07/16	35653.0 (E)	1344.0	UNRESTRICTED	1344.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 31 March 2016 to 19 July 2016

Electric Charges

Electricity Unit Charge 1,397 at £0.1309 per kWh £ 182.87

**Total Cost of Electric used:** £ 182.87

Other Charges

Electricity Standing Charge 110 at £0.1905 per day for MPAN 1200028091943 £ 20.96

**Total Cost of Other Charges:** £ 20.96

**Total Cost of Electric Supplied (excluding VAT)**

**£ 203.83**



**Gas Used**

30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 18,668.0

Charge Period from 31 March 2016 to 19 July 2016

Tariff Name **Pioneer Variable**

**Meter Readings**

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
G4A01857130201							
	31/03/16	21186.0 (E)	04/04/16	22240.0 (M)	1054.0		11676.0
	04/04/16	22240.0 (M)	19/07/16	22533.0 (E)	293.0		3279.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

**Your Breakdown of Charges from 31 March 2016 to 19 July 2016**

Gas Charges

Gas Unit Charge 14,955 at £0.0397 per kWh

£ 593.71

**Total Cost of Gas used:**

£ 593.71

Other Charges

Gas Standing Charge 110 at £0.1905 per day for MPRN 3387773602

£ 20.96

**Total Cost of Other Charges:**

£ 20.96

**Total Cost of Gas Supplied (excluding VAT)**

£ 614.67

## Explaining your Gas Statement

### Formula

We converted your gas units to kWh using the following formula:

Meter Units Imperial	
Volume conversion factor	
Meter Units Metric	1347
Volume correction	x 1.02264
Calorific value	x 39.3
Convert to kWh	÷ 3.600
kWh used	14955

### Definitions

Volume conversion factor: This is when we convert your meter units to metric. If you have an imperial meter this will be 2.83 and if you have a metric meter this will be 1.00.

Volume correction: Gas regulations require us to take into account the changes in the volume of gas based upon temperature and pressure. This is reflected by using the industry standard correction factor of 1.02264.

Calorific value: The measurement of the energy content of gas which varies throughout the year.

Convert to kWh: This is the final stage of the process.

Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322776408661  
Statement date: 22 October 2016

## Revised Statement replacing Statement Number 322772452267

Charge Period from 19 July 2016 to 18 October 2016



Previous Balance from Statement Number 322772452267	£ 1,531.79
Cancelled Charges from Previous Statement	£ 474.05 CR

### Revised Charges for this Period

Charges before VAT	£ 451.47
VAT at 5%	£ 22.58

<b>Total New Charges</b>	<b>£ 474.05</b>
--------------------------	-----------------

Any payments received or adjustments applied since your last statement will be shown on your next quarterly statement.

<b>Your New Balance</b>	<b>£ 1,531.79</b>
-------------------------	-------------------

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.

## Could you pay less?

**Your personal projection: Electricity:** £ 950.18 per year

**Our Cheapest similar tariff:** Name: Pioneer Variable You could save £ 0.00 .

**Our Cheapest overall tariff:** Name:Co-op Online October 2017 V2 You could save £ 203.86 .

**Your personal projection: Gas:** £ 1506.69 per year

**Our Cheapest similar tariff:** Name: Pioneer Variable You could save £ 0.00 .

**Our Cheapest overall tariff:** Name:Co-op Online October 2017 V2 You could save £ 336.36 .

This is based on your estimated consumption for your tariff and the current price including VAT.

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

Please note that further information about your tariff can be found in the following pages.

Please be aware that switching your tariff may involve changing to materially different Terms & Conditions.

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Pioneer Variable
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	6,165.4 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 16.58 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,100 kWh a year. Your actual bills will depend on how much Electric you use.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Pioneer Variable
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	33,222.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.90 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 12,500 kWh a year. Your actual bills will depend on how much Gas you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.

## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

### Power cut

The Network Operator is responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, please call the National Electricity Network number on **105**, to be connected to your local Distribution Network Operator. But, before you do phone them, it's worth checking a few things:

- Check if your neighbours are affected. If they are, it's more likely there is a problem with the Local Distribution Network and you will need to call the Electricity Network number on **105**.
- Check your trip switch to make sure you don't have a fault with your wiring or an appliance.

You can find out more information by visiting: [www.cooperativeenergy.coop/customer-service/in-an-emergency/](http://www.cooperativeenergy.coop/customer-service/in-an-emergency/)

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[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

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[http://www.adviceguide.org.uk/england/consumer\\_e/consumer\\_energy\\_supply\\_e/consumer\\_saving\\_money\\_on\\_energy\\_bills\\_e.html](http://www.adviceguide.org.uk/england/consumer_e/consumer_energy_supply_e/consumer_saving_money_on_energy_bills_e.html)

or call them on 03454 04 05 06. If you live in Scotland please visit their website at

<http://www.cas.org.uk> or call them on 0808 800 9060.

If you are having difficulties paying for your energy, the first thing to do is call us on 0800 954 0693. We'll do everything we can to help you work things out. For wider advice and information on money worries, you might find these organisations helpful:

**The Debt Advice Trust** - 0800 954 6549

**The National Debtline** - 0808 808 4000

**Step Change** - 0800 138 1111

**Community Legal Advice (CLA)** - 0345 345 4345

**Your local Citizens Advice Bureau**

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**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Electricity Used



30 Kings Mews  
London  
WC1N 2JB

S	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Your estimated annual consumption (kWh) 6,165.4

Charge Period from 19 July 2016 to 18 October 2016

Tariff Name **Pioneer Variable**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526	19/07/16	35653.0 (E)	28/09/16	36940.0 (C)	1287.0	UNRESTRICTED	1287.0
	28/09/16	36940.0 (C)	18/10/16	37254.0 (E)	314.0	UNRESTRICTED	314.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 19 July 2016 to 18 October 2016

### Electric Charges

Electricity Unit Charge 1,284 at £0.1309 per kWh £ 168.08

Electricity Unit Charge 317 at £0.1355 per kWh £ 42.95

**Total Cost of Electric used:** £ 211.03

### Other Charges

Electricity Standing Charge 73 at £0.1905 per day for MPAN 1200028091943 £ 13.91

Electricity Standing Charge 18 at £0.19046 per day for MPAN 1200028091943 £ 3.43

**Total Cost of Other Charges:** £ 17.34

**Total Cost of Electric Supplied (excluding VAT)**

**£ 228.37**

## Gas Used



30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 33,222.0

Charge Period from 19 July 2016 to 18 October 2016

Tariff Name **Pioneer Variable**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
G4A01857130201							
	19/07/16	22533.0 (E)	28/09/16	22846.0 (M)	313.0		3512.0
	28/09/16	22846.0 (M)	18/10/16	22991.0 (E)	145.0		1635.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 19 July 2016 to 18 October 2016

Gas Charges	
Gas Unit Charge 4,129 at £0.0397 per kWh	£ 163.92
Gas Unit Charge 1,018 at £0.0411 per kWh	£ 41.84
<b>Total Cost of Gas used:</b>	<b>£ 205.76</b>
Other Charges	
Gas Standing Charge 73 at £0.1905 per day for MPRN 3387773602	£ 13.91
Gas Standing Charge 18 at £0.19046 per day for MPRN 3387773602	£ 3.43
<b>Total Cost of Other Charges:</b>	<b>£ 17.34</b>

**Total Cost of Gas Supplied (excluding VAT)**

**£ 223.10**

## Explaining your Gas Statement

### Formula

We converted your gas units to kWh using the following formula:

Meter Units Imperial	
Volume conversion factor	
Meter Units Metric	458
Volume correction	x 1.02264
Calorific value	x 39.5
Convert to kWh	÷ 3.600
kWh used	5147

### Definitions

Volume conversion factor: This is when we convert your meter units to metric. If you have an imperial meter this will be 2.83 and if you have a metric meter this will be 1.00.

Volume correction: Gas regulations require us to take into account the changes in the volume of gas based upon temperature and pressure. This is reflected by using the industry standard correction factor of 1.02264.

Calorific value: The measurement of the energy content of gas which varies throughout the year.

Convert to kWh: This is the final stage of the process.





Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



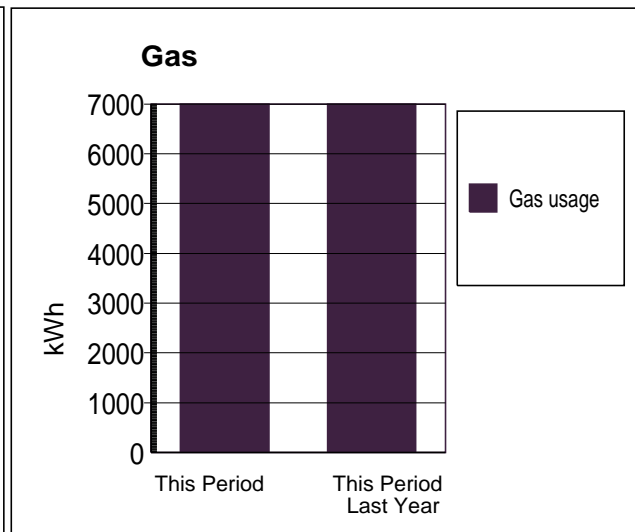
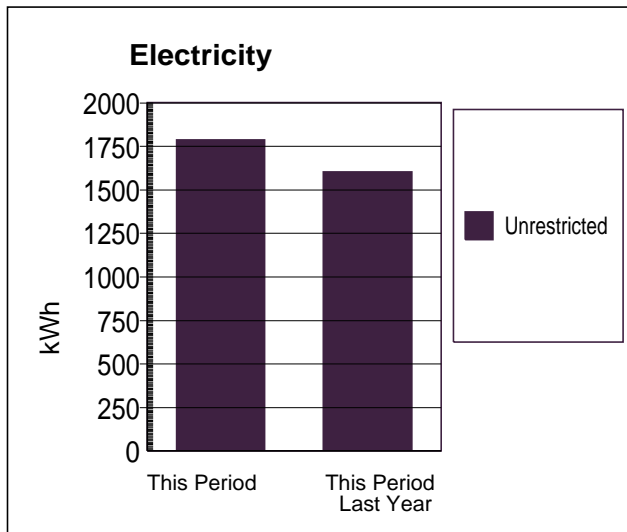
Account number: 3227700000  
Statement number: 322772829144  
Statement date: 20 January 2017

<b>Statement</b> for charge period from 18 October 2016 to 17 January 2017  	
Previous Balance	£ 1,531.79
Corrections From Previous Period	£ 0.00
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 831.77
<b>Total Charges Before VAT</b>	<b>£ 792.16</b>
VAT at 5%	£ 39.61
<b>Total New Charges</b>	<b>£ 831.77</b>
Total Payments	£ 439.80 CR
No Adjustments Received	£ 0.00
<b>Your New Balance</b>	<b>£ 1,923.76</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.

<b>Could you pay less?</b>
<p><b>Your personal projection: Electricity:</b> £ 950.18 per year  <b>Our Cheapest similar tariff:</b> Name: Green Pioneer You could save £ 0.00 .  <b>Our Cheapest overall tariff:</b> Name:Co-op Online December 2017 You could save £ 225.23 .</p>
<p><b>Your personal projection: Gas:</b> £ 1506.69 per year  <b>Our Cheapest similar tariff:</b> Name: Green Pioneer You could save £ 0.00 .  <b>Our Cheapest overall tariff:</b> Name:Co-op Online December 2017 You could save £ 371.25 .</p>
<p>This is based on your estimated consumption for your tariff and the current price including VAT.  <b>Remember - it might be worth thinking about switching your tariff or supplier.</b>  Please note that further information about your tariff can be found in the following pages.  Please be aware that switching your tariff may involve changing to materially different Terms &amp; Conditions.</p>

## About your consumption



\* An estimated read may have been used to calculate your energy use

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Green Pioneer
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	N/A kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 16.58 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,100 kWh a year. Your actual bills will depend on how much Electric you use.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Green Pioneer
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	33,222.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 4.90 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 12,500 kWh a year. Your actual bills will depend on how much Gas you use.

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## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.

## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

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- Check if your neighbours are affected. If they are, it's more likely there is a problem with the Local Distribution Network and you will need to call the Electricity Network number on **105**.
- Check your trip switch to make sure you don't have a fault with your wiring or an appliance.

You can find out more information by visiting: [www.cooperativeenergy.coop/customer-service/in-an-emergency/](http://www.cooperativeenergy.coop/customer-service/in-an-emergency/)

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[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and 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 you're struggling to pay your bills. To "know your rights" visit:

[www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

for up to date information, or contact the Citizens Advice consumer service on 03454 04 05 06.

For wider advice and information on money worries, you might find these organisations helpful:

**The Money Advice Service** - 0800 138 7777

**The National Debtline** - 0808 808 4000

**Consumer Credit Counselling Service (CCCS)** - 0800 138 1111

Your local Citizens Advice Bureau

## Ways to pay

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**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking**- Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**PayPoint/Post Office** - Using a PayPoint card you can make a payment at a Post Office or PayPoint outlet. You will need your PayPoint card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Payment/Charges/Credits Detail

All payments received during this period:

DDBA	05/01/17	£ 333.00 CR
DDBA	07/11/16	£ 106.80 CR

### Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYP	Paypoint Payment
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

## Electricity Used



30 Kings Mews  
London  
WC1N 2JB

S	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943  
Your estimated annual consumption (kWh) 6,165.4  
Charge Period from 18 October 2016 to 17 January 2017

Tariff Name **Green Pioneer**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526	18/10/16	37254.0 (E)	17/01/17	39042.0 (E)	1788.0	UNRESTRICTED	1788.0

Source of meter reading  
(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 18 October 2016 to 17 January 2017

Electric Charges	
Electricity Unit Charge 1,788 at £0.1355 per kWh	£ 242.27
<b>Total Cost of Electric used:</b>	<b>£ 242.27</b>
Other Charges	
Electricity Standing Charge 91 at £0.19046 per day for MPAN 1200028091943	£ 17.33
<b>Total Cost of Other Charges:</b>	<b>£ 17.33</b>

**Total Cost of Electric Supplied (excluding VAT)**

**£ 259.60**

## Gas Used



30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 33,222.0

Charge Period from 18 October 2016 to 17 January 2017

Tariff Name **Green Pioneer**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Calorific value	kWh
G4A01857130201	(Metric Meter)						
	18/10/16	22991.0 (E)	17/01/17	24114.0 (E)	1123.0	39.30	12536.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 18 October 2016 to 17 January 2017

Gas Charges

Gas Unit Charge 12,536 at £0.0411 per kWh £ 515.23

**Total Cost of Gas used:** £ 515.23

Other Charges

Gas Standing Charge 91 at £0.19046 per day for MPRN 3387773602 £ 17.33

**Total Cost of Other Charges:** £ 17.33

**Total Cost of Gas Supplied (excluding VAT)**

**£ 532.56**

## How we convert your gas usage into kWh

For each meter reading on your bill, we convert your gas usage, which is measured in units into kilowatt-hours (kWh) using the following formula:

Units	- see units above
x Volume conversion factor	- this is 1.00 for metric meters or 2.83 for imperial meters
x Calorific value	- see calorific value above
x Volume correction	- this is 1.02264
÷3.6	- to convert to kWh

Nicholas Rae  
30 Kings Mews  
London  
WC1N 2JB

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.



Account number: 3227700000  
Statement number: 322772714729  
Statement date: 30 May 2017

<b>Statement</b> for charge period from 17 January 2017 to 30 May 2017	
Previous Balance	£ 2,209.24
Corrections From Previous Period	£ 1,284.48 CR
<b>This Period's Charges</b>	
Domestic Electricity and Gas	£ 1,511.72
<b>Total Charges Before VAT</b>	£ 1,439.73
VAT at 5%	£ 71.99
<b>Total New Charges</b>	<b>£ 1,511.72</b>
Total Payments	£ 333.00 CR
No Adjustments Received	£ 0.00
<b>Your New Balance</b>	<b>£ 2,103.48</b>

Should you cancel your Direct Debit or change supplier, any outstanding charges due to Co-operative Energy under the terms of your contract will become due for payment.

## Could you pay less?

**Your personal projection: Electricity:** £ 1057.24 per year

**Our Cheapest similar tariff:** Name: Green Pioneer You could save £ 0.00 .

**Our Cheapest overall tariff:** Name:My Co-op Lite July 2018 You could save £ 221.54 .

**Your personal projection: Gas:** £ 1555.53 per year

**Our Cheapest similar tariff:** Name: Green Pioneer You could save £ 0.00 .

**Our Cheapest overall tariff:** Name:My Co-op Lite July 2018 You could save £ 448.57 .

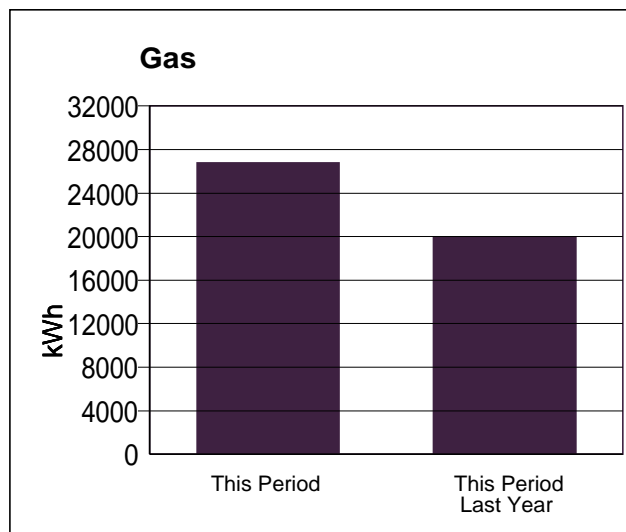
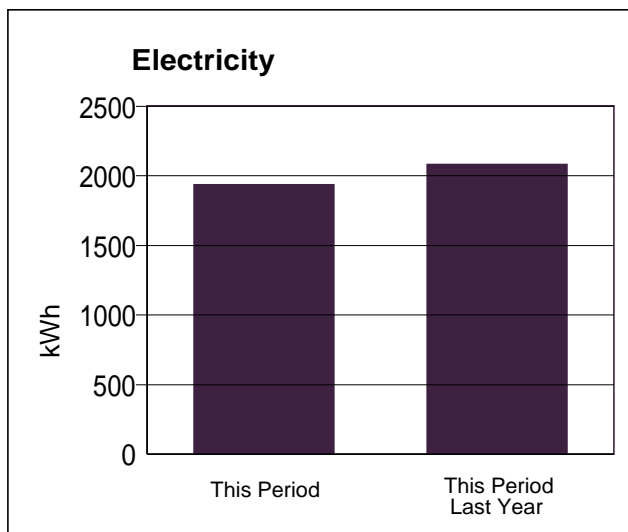
This is based on your estimated consumption for your tariff and the current price including VAT.

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

Please note that further information about your tariff can be found in the following pages.

Please be aware that switching your tariff may involve changing to materially different Terms & Conditions.

## About your consumption



\* An estimated read may have been used to calculate your energy use

### About your tariff - Electric

Here's information about your tariff to help you compare it with others available:

Fuel	Electric
Tariff Name	Green Pioneer
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	6,355.1 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 17.84 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Electric tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Electric a typical user will consume in a year. This is currently 3,100 kWh a year. Your actual bills will depend on how much Electric you use.

### About your tariff - Gas

Here's information about your tariff to help you compare it with others available:

Fuel	Gas
Tariff Name	Green Pioneer
Payment Method	Direct Debit
Tariff end date	No End Date
Exit Fees (if you exit before end date)	No Exit Fee
Your actual usage in the last 12 months	33,222.0 kWh

### About your Tariff Comparison Rate (TCR)

Your TCR is : 5.05 p per kWh. This is based on the contract you have with us. The Tariff Comparison Rate (TCR) is a standardised way of presenting the cost of tariffs so you can compare the price of Gas tariffs.

The TCR is not an actual price or an indication of how much energy you use - it is only a guide. It is based on how much Gas a typical user will consume in a year. This is currently 12,500 kWh a year. Your actual bills will depend on how much Gas you use.

Call us on 0800 954 0693 or visit our website [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) for more information about your tariff, our other products and how we calculate our Tariff Comparison Rates.

## Frequently asked questions

### • What is a kWh (kilowatt-hour) ?

A kilowatt-hour is the unit of energy which we use to calculate how much electricity you've used and how much to bill you.

### • What is the Tariff Comparison Rate (TCR) ?

Every tariff has a TCR which shows the pence per unit cost of the tariff. It enables you to find your cheapest tariff and compare the tariffs of different suppliers.

### • How do we calculate your annual cost ?

Ofgem publishes average consumption details and we take this figure and multiply it by the unit rate for this tariff and then add the annual standing charge. This makes the estimated annual cost.

### • Can I change my tariff or my payment method ?

Yes, although different terms and conditions may apply. Please get in touch to find out more.

### • What is contained in my standing charge and my unit rate(s) ?

The standing charge covers all the fixed operating costs which we have. The unit charge is what we charge for each kWh of energy you use.



## In an emergency

### Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

### Power cut

The Network Operator is responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, please call the National Electricity Network number on **105**, to be connected to your local Distribution Network Operator. But, before you do phone them, it's worth checking a few things:

- Check if your neighbours are affected. If they are, it's more likely there is a problem with the Local Distribution Network and you will need to call the Electricity Network number on **105**.
- Check your trip switch to make sure you don't have a fault with your wiring or an appliance.

You can find out more information by visiting: [www.cooperativeenergy.coop/customer-service/in-an-emergency/](http://www.cooperativeenergy.coop/customer-service/in-an-emergency/)

## Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

[enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

[www.ombudsman-services.org/energy.html](http://www.ombudsman-services.org/energy.html)

Tel: **0330 440 1624**

**Energy Ombudsman, PO Box 966, Warrington WA4 9DF**

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

## Consumer help and 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 you're struggling to pay your bills. To "know your rights" visit:

[www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

for up to date information, or contact the Citizens Advice consumer service on 03454 04 05 06.

For wider advice and information on money worries, you might find these organisations helpful:

**The Money Advice Service** - 0800 138 7777

**The National Debtline** - 0808 808 4000

**Consumer Credit Counselling Service (CCCS)** - 0800 138 1111

Your local Citizens Advice Bureau

## Ways to pay

**Pay Online by Credit or Debit Card** - Log on to your account at [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop) Follow the links to make a payment.

**Automated 24hr Telephone Service** - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

**Internet Banking**- Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

**PayPoint/Post Office** - Using a PayPoint card you can make a payment at a Post Office or PayPoint outlet. You will need your PayPoint card with you when you make your payment. Please keep your receipt.

**By Post** - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

**Set up a Direct Debit** - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

## Payment/Charges/Credits Detail

All payments received during this period:

DDBA

05/05/17

£ 333.00 CR

### Payment/Charges/Credits Key

BACS/BACN	BACS Payments
CHQ	Cheque
CIVR	Telephone Card Payment
TNS	Online Card Payment
DDBA	Direct Debit - Bank Account
PAYP	Paypoint Payment
PAYZ	Payzone Payment
POST	Post Office Payment
SOP	Share of Profits Payment
TYV	Thank You Vouchers

## Electricity Used



30 Kings Mews  
London  
WC1N 2JB

S	01	801	902
	12	0002 8091	943

Meter point administration number 1200028091943

Your estimated annual consumption (kWh) 6,355.1

Charge Period from 17 January 2017 to 30 May 2017

Tariff Name **Green Pioneer**

## Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
K78A 07526							
	17/01/17	39042.0 (E)	01/03/17	40197.0 (C)	1155.0	UNRESTRICTED	1155.0
	01/03/17	40197.0 (C)	24/04/17	40977.0 (C)	780.0	UNRESTRICTED	780.0
	24/04/17	40977.0 (C)	30/05/17	40977.0 (C)	0.0	UNRESTRICTED	0.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

## Your Breakdown of Charges from 17 January 2017 to 30 May 2017

### Electric Charges

Electricity Unit Charge 1,062 at £0.1355 per kWh £ 143.90

Electricity Unit Charge 873 at £0.1475 per kWh £ 128.77

**Total Cost of Electric used:** £ 272.67

### Other Charges

Electricity Standing Charge 73 at £0.19046 per day for MPAN 1200028091943 £ 13.90

Electricity Standing Charge 60 at £0.19046 per day for MPAN 1200028091943 £ 11.43

**Total Cost of Other Charges:** £ 25.33

**Total Cost of Electric Supplied (excluding VAT)**

**£ 298.00**

**Gas Used**

30 Kings Mews  
London  
WC1N 2JB

Meter point registration number 3387773602

Your estimated annual consumption (kWh) 33,222.0

Charge Period from 17 January 2017 to 30 May 2017

Tariff Name **Green Pioneer**

**Meter Readings**

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Calorific value	kWh
G4A01857130201	(Metric Meter)						
	17/01/17	24114.0 (E)	01/03/17	25571.0 (C)	1457.0	39.30	16265.0
	01/03/17	25571.0 (C)	18/04/17	26062.0 (E)	491.0	39.40	5495.0
	18/04/17	26062.0 (E)	24/04/17	26226.0 (C)	164.0	39.50	1840.0
	24/04/17	26226.0 (C)	30/05/17	26507.0 (C)	281.0	39.50	3152.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate (R) Cyclical and Opening Replacement (O) Old Supplier Read

**Your Breakdown of Charges from 17 January 2017 to 30 May 2017****Gas Charges**

Gas Unit Charge 14,683 at £0.0411 per kWh £ 603.47

Gas Unit Charge 12,069 at £0.0425 per kWh £ 512.93

**Total Cost of Gas used:** £ 1116.40

**Other Charges**

Gas Standing Charge 73 at £0.19046 per day for MPRN 3387773602 £ 13.90

Gas Standing Charge 60 at £0.19046 per day for MPRN 3387773602 £ 11.43

**Total Cost of Other Charges:** £ 25.33

**Total Cost of Gas Supplied (excluding VAT)**

**£ 1141.73**

## How we convert your gas usage into kWh

For each meter reading on your bill, we convert your gas usage, which is measured in units into kilowatt-hours (kWh) using the following formula:

Units	- see units above
x Volume conversion factor	- this is 1.00 for metric meters or 2.83 for imperial meters
x Calorific value	- see calorific value above
x Volume correction	- this is 1.02264
÷3.6	- to convert to kWh