



Basement Flat  
340 Kilburn High Road  
London  
NW6 2QJ

[southern-electric.co.uk](http://southern-electric.co.uk)

Mon-Fri 8am-10pm Sat 8am-6pm  
**0345 071 3953**

**0345 704 5038**  
Pay by debit or credit card using Cardline, our automated payment service.

### Here's your gas bill

For the period: 15 July 2017 to 03 October 2017  
Dated: 4 October 2017

<b>Your previous bill</b>	
You owed us	£50.06
Your payments, thank you	£50.06 credit
<b>Balance after your payments</b>	<b>£0.00</b>
<b>This bill - estimated</b>	
Gas charges	£29.67
<b>Total charges this bill</b>	<b>£29.67</b>
We've explained your bill in detail over the page...	
<b>Please pay now</b>	<b>£29.67</b>

Your gas account number:  
**89195 13318**

**Your estimated reading**

		2	7	8	7
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You can give us a reading any time at [southern-electric.co.uk](http://southern-electric.co.uk) or by calling our Meterline on **0345 071 9594**

**Ways to pay**

Why not spread the cost of your bills by direct debit, or pay your bills quickly and securely online by visiting [www.sse.co.uk/login](http://www.sse.co.uk/login)

For details of these and other ways to pay, visit [www.sse.co.uk/ways-to-pay](http://www.sse.co.uk/ways-to-pay) or see the back page.

### Could you pay less?

<p><b>Your Personal Projection</b> Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be <b>£226.27</b>.</p>	<p><b>Our cheapest similar tariff</b> Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes. However paying by Direct Debit, you could save <b>£40.00</b> a year.</p>	<p><b>Our cheapest overall tariff</b> By switching to M&amp;S Energy Sparks Online (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save <b>£64.03</b> a year.</p>
<p>Sparks members* M&amp;S Energy is supplied under SSE and associated brands: Southern Electric, Scottish Hydro and SWALEC which are all trading names of Southern Electric Gas Limited which is a member of the SSE Group.</p>		
<p>Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future. Remember - it might be worth thinking about switching your tariff or supplier.</p>		<p>See page 2 for more information about your tariff and the last page for how we can help you pay less.</p>

Here's your bill explained for the period 15 July 2017 to 03 October 2017

## Scan for information



Scan this image to download your key energy data to your smartphone or tablet. This could help you see if there are better deals available in the market

## Your payments

Payment Received 5 Aug 2017      £50.06 credit

**Your total payments, thank you**

**£50.06 credit**

### Pay by Direct Debit

Save £40 a year off your standing charge.

## Your charges

### The gas you've used - estimated

	Reading last time	Reading this time	Total used
<b>Meter:</b> G4K80756590801			
Gas Unrestricted kWh	2768[E]	2787[E]	<b>18.86 units</b>
Converted to kilowatt hours (kWh)			<b>211.54 kWh</b>

### Your gas charges this period

Your tariff is Standard

Standard energy	211.00 kWh	at 3.98p	£8.39
Reduced Standing charge	81 days	at 24.53p	£19.87
Paperless Billing			
VAT 5.00%			£1.41
(on charges of £28.26)			

**Total gas charges this period**

**£29.67**

\*M&S Energy Sparks Online tariff is available to M&S Sparks members who sign up via mandenergy.com only.

### About your gas tariff

Use this information to compare your tariff with others available.

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash / cheque
<b>Tariff ends on</b>	No end date
<b>Exit fee</b>	No exit fee
<b>(if you end your contract early)</b>	applies
<b>Your estimated annual usage</b>	3,166.00kWh

### Converting to kWh

This is how we convert gas units into kilowatt hours (kWh):

18.86 metric units used  
 x 1.022640 volume correction  
 = 19.28 corrected units  
 x 39.5 calorific value  
 ÷ 3.6 to convert to kWh  
 = 211.54 kWh

**Your meter point reference number**      9217189805

## How we can help you pay less



Enter your postcode at [www.southern-electric.co.uk](http://www.southern-electric.co.uk) and follow the instructions.

You'll get an estimate and details for each of our tariffs. So it's easier to pick the right one for you.



Call 0345 071 3953 and we'll help you find the best tariff for you.

We're open Mon-Fri 8am-10pm Sat 8am-6pm

## Your gas usage

We've worked out you've used less gas this period than in the same period last year. This is based on an estimated reading for this bill.



Find out how to save energy and money by completing our five step survey at: [www.southern-electric.co.uk/BeingGreen/EnergyEfficiency](http://www.southern-electric.co.uk/BeingGreen/EnergyEfficiency) or call us on 0345 071 3953.

## The costs that make up energy bills

- Buying the energy our customers use 50%
- Delivering the energy to your home 25%
- Government environmental and social schemes 9%
- Looking after you which includes billing, customer service and IT systems 6%
- VAT 5%
- Our supply business profit 5%

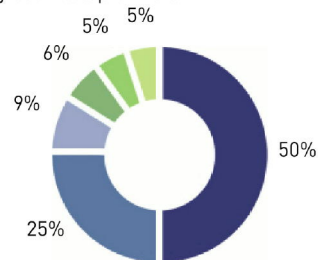


Illustration based on information from SSE's Consolidated Segmental Statements published from 2010-2014 which are available on our website. Average costs per energy bill weighted to reflect our customer base (59% electricity, 41% gas). Costs will vary depending on fuel(s), region and tariff.

## About your TCR

### Your Tariff Comparison Rate (TCR) is 4.93p per kWh

The TCR is a figure which lets you compare the price of your current tariff with different tariffs from us or other suppliers. The figure is based on an average annual usage of 12,500.00 kWh for gas. It takes into account the unit rate, standing charge, VAT and any discounts that make up your tariff. It does not include any exit fees. The TCR is not based on your personal usage and so should only be used as a guide. The actual costs you pay will depend on the amount of energy you use.

Call us or visit our website for more details of your tariff and the calculation of the TCR.

## Do you need more help?

We like to talk with our customers, but if you prefer, you can email [customerservice@sse.co.uk](mailto:customerservice@sse.co.uk) or write to us at Customer Service, Southern Electric, PO Box 29977, Glasgow G67 9DW.

Our **Priority Service Register** is a free service to help those most in need. You can also get statements and bills in a number of ways including large print, braille or as audio files. Just call us on 0800 622 838 to find out more.

**If we've disappointed you**, just follow these steps.

1. Call us on 0345 071 3953 and we'll do our best to help you.

We record some calls to help us improve our service.

2. If you're still unhappy after you've spoken with us, contact our Head of Customer Service Team by calling 0345 071 9853 or email

[headofcustomerserviceteam@sse.com](mailto:headofcustomerserviceteam@sse.com). You can also use our online complaint form at [sse.co.uk](http://sse.co.uk) or write to The Head of Customer Service, Southern Electric, PO Box 7506, Perth PH1 3QR.

3. If six weeks have passed or we have reached 'deadlock', you can choose to contact Ombudsman Services: Energy.

They can carry out a free independent review on your behalf and any decision they make will be binding on us, but not on you. You can call them on 0330 440 1624, textphone on 0330 440 1600, email [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org) or go online at [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy).

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

**Gas leak or strong smell of gas?**

**Call 0800 111 999 immediately (open 24 hours).**



For details of your gas transporter please call us.

SSE and Southern Electric are trading names of Southern Electric Gas Limited which is a member of the SSE Group. The registered office of Southern Electric Gas Limited is No.1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH. Registered in England and Wales number 02716495. VAT registration number 553 7696 03. Tax point date 4 October 2017.

## Ways to pay



To make payments, set up a monthly direct debit or manage your account online, visit [southern-electric.co.uk](http://southern-electric.co.uk)



To pay by Credit/Debit card call us on **0345 704 5038**. There's a charge of 0.39% for paying by credit card.



For telephone or internet banking use:  
sort code: **57 17 57**  
bank account number: **00000000**  
Quote your account number as shown on the front of the bill.



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



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