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 Monarch Partnership Ltd - Akelius Residential Property Manag
 Akelius Uk Twelve Limited
 10 Bloomsbury Way
 London
 WC1A 2SL



sse.co.uk



Mon-Fri 8am-10pm Sat 8am-6pm
0345 076 0133

0345 704 5038

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

Manage your account online



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

Your electricity account number:

65689 80512

Your estimated reading

4	2	2	9	6
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You can give us a reading any time at sse.co.uk or by calling our Meterline on **0345 071 9594**.

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

Making things easier for you

We've combined your annual summary and bill into one, so you've got everything you need to make the best energy choices in one place.

Ways to pay

Why not spread the cost of your bills by Direct Debit, or pay your bills quickly and securely online by visiting sse.co.uk/login.

For details of these and other ways to pay, visit sse.co.uk/ways-to-pay or see the back page.

Here's your electricity bill

For the period: 07 October 2019 to 22 November 2019
 Dated: 26 November 2019
 For: 10,, 39 Netherhall Gardens, London, NW3 5RL

This bill - estimated

Electricity charges **£34.95**

SW
16/12
£34.95

Total charges this bill

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

Please pay now

£34.95

Could you pay less?

Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£313.96**, including VAT and any discounts. For more information see overleaf.

Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes. However, paying by Direct Debit, you could save **£26.86** a year.

Our cheapest overall tariff

By switching to 1 Year Fix (subject to limited availability) and paying by Direct Debit, you could save **£29.79** a year.

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

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

About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard	Tariff ends on	No end date
Tariff type	Evergreen (A tariff with no end date or exit fee)	Price guaranteed until	Not Applicable
Payment Method	Cash / cheque	Exit fee (if you end your contract early)	No exit fee applies
Unit rate	18.39p per kWh	Discounts and additional charges	Not Applicable
Standing charge	27.44p per day	Additional products or services included	Not Applicable

Estimated cost for you on this tariff

This is based on how much electricity you use and is an estimate of your electricity costs for the year ahead.

Your estimated annual usage 1,161.69kWh
Your personal projection £313.96

(based on our best estimate of your annual usage, including VAT and any discounts.) VAT at 5% is included in the above prices. Your prices may increase in future.

Here's your bill explained for the period 07 October 2019 to 22 November 2019

for 10., 39 Netherhall Gardens, London, NW3 5RL

Q

Your charges

The electricity you've used - estimated

	Reading last time	Reading this time	Total used
Meter: D98A 06589			
Standard energy	42176[E]	42296[E]	120 kWh

kWh

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

Your electricity charges this period

Your tariff is Standard

Standard energy	120 kWh	at 17.51p	£21.01
Standing charge	47 days	at 26.13p	£12.28
VAT 5.00%			£1.66
[on charges of £33.29]			
Total electricity charges this period			£34.95

Key contractual terms

Ending this contract

You may end your contract at any time without being charged an exit fee, but you must give us 28 days notice (unless we agree to a shorter notice period) and pay us any money you owe us.

Additional Charges

We may charge you for visits, tests or work carried out at your request. Details of these charges are available on request.

Your supply number

S 01 801 902
12 0004 2516 228



Your electricity usage

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

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



How we've worked out your personal projection

Your estimated cost is based on how much energy we expect you to use in the next twelve months. We've included all applicable discounts and VAT at 5%. We use our standard variable prices in your projection. These prices could increase in future.

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

How we can help you pay less

Enter your postcode at sse.co.uk and follow the instructions. You'll get an estimate and details for each of our tariffs. So it's easier to pick the right one for you.

Call 0345 076 0133 and we'll help you find the best tariff for you. We're open Mon-Fri 8am-10pm Sat 8am-6pm

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

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



Independent advice about switching tariff or supplier

For impartial advice on switching supplier contact Citizens Advice. www.citizensadvice.org.uk 03454 04 05 06

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

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

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Bank Giro Credit

138
208
32

Reference

65689805127

Credit Account Number

557 4099

Amount due

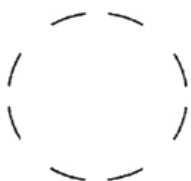
£ 34.95

Monarch Partnership Ltd - Akel

Cashier's stamp and initials

Signature

Date



6332 4590 6568 9805 1209

57-40-99

NatWest

SSE Electricity Ltd
Collection Account

Cash

Cheque

£

Please do not write or mark below this line and do not fold this payment slip

65689805127 V4325574099 000034959 74 X

SSE0000622838

Do you need more help?

Contacting us

You can view and manage your account online at sse.co.uk, alternatively you can call us on 0345 076 0133 (we're open Mon-Fri 8am-10pm Sat 8am-6pm). You can also email customerservice@sse.co.uk, or if you prefer you can write to us at Customer Service, SSE, PO Box 29977, Glasgow G67 9DW.

Paying for your energy

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

Priority Service Register

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

Power cut or electricity emergency?

Call 0800 316 3105 immediately (open 24 hours).

or

**POWER CUT?
CALL 105**



If you need to contact your **local network operator**, call 0800 029 4285 or write to UK Power Networks, London Power Networks Plc, Newington House, 237 Southwark Bridge Road, London SE1 6NP.

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

If things go wrong

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

1. Call us on 0345 076 0133 and we'll do our best to help you. We record some calls to help us improve our service.
2. If you're still unhappy after you've spoken with us, contact our Head of Customer Service Team by calling 0345 071 9853 or email headofcustomerserviceteam@sse.com. You can also use our online complaint form at sse.co.uk or write to The Head of Customer Service, SSE, PO Box 7506, Perth PH1 3QR. You can find details of our Complaint Handling procedure at sse.co.uk.
3. If six weeks have passed or we have reached 'deadlock', you can choose to contact Ombudsman Services: Energy. They can carry out a free independent review on your behalf and any decision they make will be binding on us, but not on you. You can call them on 0330 440 1624 or visit www.ombudsman-services.org.

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to www.citizensadvice.org.uk/energy or call them on 03454 04 05 06. Calls are charged at your normal rate. You can also get further guidance (called Know Your Rights) at sse.co.uk/regulatoryinformation.

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Ways to pay



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



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



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



Make cheques payable to Southern Electric and write your account number 6568980512 on the back. Fill in the payment slip and send to:
Southern Electric Payment Centre, PO Box 13, Havant, PO9 5JB



For telephone or internet banking use:
sort code: **57-40-99**
bank account number: **99183129**
Please quote 6568980512 as the reference.