

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

 Your Customer Account Number  
21998 10211

 Call us with any enquiries  
0800 912 3000

MISS J BOOKER  
FLAT 2  
136 FORDWYCH ROAD  
LONDON  
NW2 3PB

your**electricity**account



772

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Bill date 4 July 2011

199668213



Your bill is based on an actual meter reading

Meterline **0800 220 995** (24 hr)  
8am - 8pm Mon - Fri, 8am - 2pm Sat  
(You can leave a message outside office hours)

## The smart NEW way to save on your energy bill

With **iplan** you can change the way you use energy\* - so you only use what you need, your way, and save money. **iplan** gives you a Smart Energy Kit, EnergyTools and a personal online account to help you plan, track and save - your way.

Find out more visit  
[www.southern-electric.co.uk/iplan](http://www.southern-electric.co.uk/iplan)

Dear Miss J Booker,

Thank you for paying by Direct Debit. You have received our maximum discount by paying this way.

This is your electricity statement for 23 December 2010 until 28 June 2011.

As you are spreading your electricity costs throughout the year, we will carry forward the balance we owe you of **£8.93** as payment towards your future bills.

Please turn over for details of how we have calculated your charges and discount.

As part of our ongoing commitment to the environment we want to reduce the amount of paper we use and we have also listened to our customers who tell us they don't like estimated bills. So you now receive a statement every 6 months to coincide with when we have called to try to read your meter.


Since this statement covers a 6 months period we have adjusted the number of standard and discounted units, where applicable, to cover the longer period and ensure your charges are generally the same as if we had billed you over 2 separate quarters.

\*Based on electricity consumption only.



**?** **Have a question or moving home?**

It's quicker and easier for us to answer your questions straightaway if you call us on the number below. Or if you are moving home please call us on the same number with your final meter reading and new address details. Thank you.

 0800 912 3000

 Customer Service, Southern Electric,  
PO Box 7506, Perth PH1 3QR

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

Please note: to help us improve our service further, we may record customer phone calls from time to time.

**!** **Emergencies**

Power cut? Call 0800 028 0247.

**⚙️** **Our commitment to you**

If you would like to know more about the service standards we promise to all our customers, visit our website for details of our Domestic Energy Customer Charter or call us.

If we have let you down in any way, please call us. If our adviser can't help, please ask for a manager. If you remain unhappy, write to our Head of Customer Service at Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ or send an email to [headofcustomerservice@southern-electric.co.uk](mailto:headofcustomerservice@southern-electric.co.uk). If you are still not satisfied, you can contact the Ombudsman Services: Energy on 0845 055 0760 or [www.os-energy.org](http://www.os-energy.org) or Consumer Direct who can offer impartial, clear and practical advice on 08454 04 05 06 or [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

VAT registration number 553 7696 03  
Tax point date 4 July 2011

Your usage this period was 9.73 units per day on average. Your usage this period last year was 12.84 units per day on average. This has been calculated using estimated meter readings so may not be accurate.

## Your electricity statement explained

**This bill is for the period 23 Dec 2010 to 28 Jun 2011**

**TOTAL FROM PREVIOUS BILL**

**£22.47**

Payment received 01 Jan 2011	-£32.00
Payment received 01 Feb 2011	-£39.00
Payment received 01 Mar 2011	-£39.00
Payment received 01 Apr 2011	-£39.00
Payment received 01 May 2011	-£39.00
Payment received 01 Jun 2011	-£39.00
Payment received 01 Jul 2011	-£39.00

**LESS YOUR PAYMENTS, THANK YOU**

**-£266.00**

**YOUR ELECTRICITY USAGE**

	Reading last time	Reading this time	Units
Meter: F99A 19503			
Unrestricted units	35785	37615	<b>1830</b>

**YOUR ELECTRICITY BILL**

Your Tariff is Domestic Standard

**23 Dec 2010 - 08 Mar 2011**

Standard energy units	
<b>835</b> at 11.55p each	£96.44
Standing charge at 12.340p for 76 day(s)	£9.38

**09 Mar 2011 - 28 Jun 2011**

Standard energy units	
<b>995</b> at 11.49p each	£114.32
Standing charge at 12.340p for 112 day(s)	£13.82

Less your Monthly Direct Debit Discount -£10.53

Total charges before VAT £223.43

VAT at 5.00% on charges of £223.43 £11.17

**TOTAL CHARGES THIS BILL INCLUDING VAT**

**£234.60**

**TOTAL FOR YOUR ACCOUNT**

**-£8.93**

The £8.93 we owe you will be carried forward to your next bill



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

 Your Customer Account Number  
21998 10211

 Call us with any enquiries  
0845 072 4330

MISS J BOOKER  
FLAT 2  
136 FORDWYCH ROAD  
LONDON  
NW2 3PB

your**electricity**account



772

D

Bill date 28 December 2011

228707674



Your bill is based on an actual meter reading

Meterline **0800 220 995** (24 hr)  
8am - 8pm Mon - Fri, 8am - 2pm Sat  
(You can leave a message outside office hours)

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With **iplan** you can change the way you use energy\* - so you only use what you need, your way, and save money. **iplan** gives you a Smart Energy Kit, EnergyTools and a personal online account to help you plan, track and save - your way.

Find out more visit  
[www.southern-electric.co.uk/iplan](http://www.southern-electric.co.uk/iplan)

Dear Miss J Booker,

Thank you for paying by Direct Debit. You have received our maximum discount by paying this way.

This is your electricity statement for 29 June 2011 until 22 December 2011.

We owe you **£11.57** which we will carry forward to your next statement.

We have reviewed your account and the good news is your monthly payments do not need to change.

Please turn over for details of how we have calculated your charges and discount.

As part of our ongoing commitment to the environment we want to reduce the amount of paper we use and we have also listened to our customers who tell us they don't like estimated bills. So you now receive a statement every 6 months to coincide with when we have called to try to read your meter.

Since this statement covers a 6 months period we have adjusted the number of standard and discounted units, where applicable, to cover the longer period and ensure your charges are generally the same as if we had billed you over 2 separate quarters.

**Are you on the best deal?** We may have a lower priced offer to help you save money. For more information visit:  
[www.southern-electric.co.uk/Deal](http://www.southern-electric.co.uk/Deal) or call 0845 070 7357.

\*Based on electricity consumption only.

S 01 801 902  
12 0005 0386 404



**? Have a question or moving home?**

It's quicker and easier for us to answer your questions straightaway if you call us on the number below. Or if you are moving home please call us on the same number with your final meter reading and new address details. Thank you.

0845 072 4330

Customer Service, Southern Electric,  
PO Box 7506, Perth PH1 3QR

www.southern-electric.co.uk

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**! Emergencies**

Power cut? Call 0800 028 0247.

**Our commitment to you**

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If we have let you down in any way, please call us. If our adviser can't help, please ask for a manager. If you remain unhappy, write to our Head of Customer Service at Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ or send an email to headofcustomerservice@southern-electric.co.uk. If you are still not satisfied, you can contact the Ombudsman Services: Energy on 0845 055 0760 or www.os-energy.org or Consumer Direct who can offer impartial, clear and practical advice on 08454 04 05 06 or www.consumerdirect.gov.uk

VAT registration number 553 7696 03

Tax point date 28 December 2011

Your usage this period was 7.92 units per day on average. Your usage this period last year was 6.52 units per day on average. This has been calculated using estimated meter readings so may not be accurate.

## Your electricity statement explained

**This bill is for the period 29 Jun 2011 to 22 Dec 2011**

**TOTAL FROM PREVIOUS BILL**

**-£8.93**

Payment received 01 Aug 2011	-£39.00
Payment received 01 Sep 2011	-£39.00
Payment received 01 Oct 2011	-£39.00
Payment received 01 Nov 2011	-£39.00
Payment received 01 Dec 2011	-£39.00

**LESS YOUR PAYMENTS, THANK YOU**

**-£195.00**

**YOUR ELECTRICITY USAGE**

	Reading last time	Reading this time	Units
Meter: F99A 19503			
Unrestricted units	37615	39018	<b>1403</b>

**YOUR ELECTRICITY BILL**

Your Tariff is Domestic Standard

**29 Jun 2011 - 13 Sep 2011**

Standard energy units	
<b>546</b> at 11.49p each	£62.73
Standing charge at 12.340p for 77 day(s)	£9.50

**14 Sep 2011 - 22 Dec 2011**

Standard energy units	
<b>857</b> at 12.09p each	£103.61
Standing charge at 17.340p for 100 day(s)	£17.34
Less your Monthly Direct Debit Discount	-£9.98

Total charges before VAT	£183.20
VAT at 5.00% on charges of £183.20	£9.16

**TOTAL CHARGES THIS BILL INCLUDING VAT** **£192.36**

**TOTAL FOR YOUR ACCOUNT** **-£11.57**

The £11.57 we owe you will be carried forward to your next bill

**Thumbs up to great value →**



Your bill is based on an actual meter reading



You've chosen our cheapest payment method.



Don't miss out on your energyplus reward. Call us to find out more.



Southern Electric is a trading name of SSE Energy Supply Limited Registered in England & Wales No. 03757502 and Southern Electric Gas Limited Registered in England & Wales No. 02716495, both members of the SSE Group. The Registered Office of SSE Energy Supply Limited and Southern Electric Gas Limited is 55 Vastern Road Reading Berkshire RG1 8BU www.southern-electric.co.uk



**Southern Electric**

energy made better

1 of 3

Miss J Booker  
23 Chalbert Court  
Chalbert Street  
London  
NW8 7BX



182



## Electricity

Your account number:

**21998 10211**



Manage your account online at

**southern-electric.co.uk**



For customer services call us on

**0845 072 4330**

Mon-Fri 8am-8pm Sat 8am-2pm

## Hello, here's your electricity statement

from 23 December 2011 to 28 June 2012

for Flat 2, 136 Fordwych Road, London, NW2 3PB

Statement date:

02 July 2012

**The balance we owe you is £12.46**

- ➔ As you're spreading the cost over the year, we'll carry forward the £12.46 we owe you to your next statement.
- ➔ Please turn over to see how we've worked out your charges and discount.

252803348

## Your deal

### Your tariff

Domestic Standard

### Your current monthly payment

£39.00

### Your rewards

Monthly Direct Debit Discount 6%

### Are you on the best deal?

We may have a lower priced offer to help you save money. For more information visit:

[www.southern-electric.co.uk/Deal](http://www.southern-electric.co.uk/Deal) or call us on 0845 070 7357.

### Your Electricity Supply Number

**S** 01 801 902  
12 0005 0386 404

## Your statement is based on an actual reading

- ➔ We call to read your meter around every six months, but you can still give us a reading any time. This will help us to ensure that your payments are as accurate as possible. You can do this easily:

Online at [www.southern-electric.co.uk](http://www.southern-electric.co.uk) or  
Call our 24 hour Meterline on **0800 220 995**.



## Save up to £300\* on your annual gas bill

When you switch to a new A rated boiler. We even have flexible payment options available to help you spread the cost.

For more information call us on **0845 070 2056**.

\*Source: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

# Your electricity statement explained

This bill is for the period 23 Dec 2011 to 28 Jun 2012

for Flat 2, 136 Fordwych Road, London, NW2 3PB

**Total from last statement - we owed you** **£11.57 credit**

## Payments

Payment received 1 Jan 2012	£39.00 credit
Payment received 1 Feb 2012	£39.00 credit
Payment received 1 Mar 2012	£39.00 credit
Payment received 1 Apr 2012	£39.00 credit
Payment received 1 May 2012	£39.00 credit
Payment received 1 Jun 2012	£39.00 credit
Payment received 1 Jul 2012	£39.00 credit

**Less your total payments, thank you** **£273.00 credit**

## Your electricity use this period - actual

	Reading last time	Reading this time	
Meter: F99A 19503			
Standard energy	39018	41010	<b>1992 units</b>

## Your electricity charges this period

### Your pricing plan is Domestic Standard

Standard energy	1992 units	at 12.09p	£240.83
Standing charge	189 days	at 17.34p	£32.77
Less your Monthly Direct Debit Discount			£14.44 credit
Total charges before VAT			£259.16
VAT 5.00%			£12.95
(on charges of £259.16)			

**Total charges this period including VAT** **£272.11**

**Total for your account** **£12.46 credit**

We'll carry forward the £12.46 we owe you to your next statement

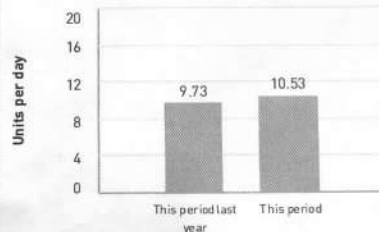
## Emergency Line

For power cuts or electricity emergencies call: **0800 028 0247**

## Other contact details

We like to talk with our customers and can answer your questions quickly and easily if you call us. To improve our service further we may record calls from time to time. If you prefer, you can still write to us at: Customer Service, Southern Electric, PO Box 29977, Glasgow G67 9DW.

## Your average daily electricity use



### Find out how you could reduce your energy use and save money.

Visit our website or call us for lots of handy tips and advice.

## If you feel we've let you down

Please contact us because we want to know and have the chance to put things right. Call our team on **0845 072 4330**.

Or you can send an email to:

[headofcustomerservice@southern-electric.co.uk](mailto:headofcustomerservice@southern-electric.co.uk)  
You can also write to **Head of Customer Service, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ.**

If you're still unhappy, you can contact **Citizens Advice** consumer service who provide free, confidential and impartial advice on **08454 04 05 06** or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or **Ombudsman Services: Energy** on **0845 055 0760** or visit [www.os-energy.org](http://www.os-energy.org).

Staying Connected Energy Consumer Checklist & Concise Checklist can be found on our website or call us for a copy.



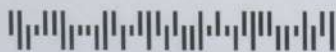


# Southern Electric

energy made better

1 of 4

Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



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## Hello, here's your electricity statement

from 29 June 2012 to 20 December 2012

# COPY

Statement date: 27 December 2012

### The balance you owe us is **£23.20**

- So, we've reviewed your account and your monthly payments need to increase to **£47.00 starting from 1 February 2013**. You don't need to do anything, we'll take care of the arrangements.
- When we worked out your new monthly payment we included the £23.20 to help spread the cost for you.
- Save a further £6 off your standing charge when you register online and go paperless.

### Your statement is based on an actual reading

- We call to read your meter around every six months, but you can still give us a reading any time. This will help us to ensure that your payments are as accurate as possible. You can do this easily:

Online at [www.southern-electric.co.uk](http://www.southern-electric.co.uk) or  
Call our 24 hour Meterline on **0800 220 995**.

### Your deal

**Your tariff**  
Domestic Standard

**Your current monthly payment**  
£39.00

**Your rewards**  
You're saving £40 a year off your standing charge because you pay by Direct Debit.

**Are you on the best deal?**  
For instance, our Fixed Discount December 2014 tariff will always be 2% cheaper than the Standard Energy unit price. For more information and conditions visit:  
[www.southern-electric.co.uk/Deal](http://www.southern-electric.co.uk/Deal) or call us on 0845 070 7357.

**Your Electricity Supply Number**  
**S** 01 801 902  
12 0005 0386 404



### Save up to £300\* on your annual gas bill

When you switch to a new A rated boiler. We even have flexible payment options available to help you spread the cost.

For more information call us on **0845 070 2056**.

\*Source: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)



### Electricity

Your account number:  
**21998 10211**



Manage your account online at  
**[southern-electric.co.uk](http://southern-electric.co.uk)**



For customer services call us on  
**0800 912 3000**  
Mon-Fri 8am-8pm Sat 8am-2pm

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# Your electricity statement explained

This bill is for the period 29 Jun 2012 to 20 Dec 2012

**Total from last statement - we owed you**      **£12.46 credit**

## Payments

Payment received 1 Aug 2012	£39.00 credit
Payment received 1 Sep 2012	£39.00 credit
Payment received 1 Oct 2012	£39.00 credit
Payment received 1 Nov 2012	£39.00 credit
Payment received 1 Dec 2012	£39.00 credit

**Less your total payments, thank you**      **£195.00 credit**

## Your electricity use this period - actual

	Reading last time	Reading this time	
<b>Meter:</b> F99A 19503			
Unrestricted units	41010	42615	<b>1605 units</b>

## Your electricity charges this period

### Your tariff is Domestic Standard

#### 29 Jun 2012 - 14 Oct 2012

Less your Monthly Direct Debit Discount			£6.25 credit
Standard energy	<b>862 units</b>	at 12.09p	£104.21
Standing charge	108 days	at 17.34p	£18.73

#### 15 Oct 2012 - 20 Dec 2012

Standard energy	<b>743 units</b>	at 12.45p	£92.50
Discounted Standing charge	67 days	at 15.66p	£10.49

(includes your Direct Debit discount)

Total charges before VAT	£219.68
VAT 5.00%	£10.98
(on charges of £219.68)	

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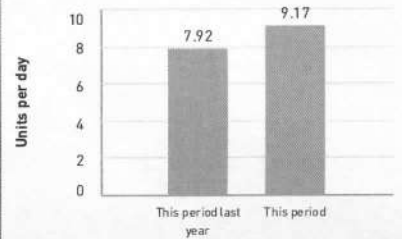
## Emergency Line

For power cuts or electricity emergencies call: **0800 028 0247**

## Other contact details

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## Your average daily electricity use



**Find out how you could reduce your energy use and save money.**

Visit our website or call us for lots of handy tips and advice.

## If you feel we've let you down

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Or you can send an email to:

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Staying Connected Energy Consumer Checklist & Concise Checklist can be found on our website or call us for a copy.

## How we worked out your new monthly payment amount of £47.00

Your estimated Primary energy use for the year	0.00 units	at 0.0000p	=	£0.00
Your estimated Standard energy use for the year	3,597.96 units	at 12.4500p	=	£447.95
Standing charge	365 days	at 15.6600p	=	£57.16
VAT @ 5.00%			=	£25.26
Account balance you owe us at time of review			=	£23.20
Total cost			=	£553.57
Less your next payment of £39.00			=	£514.57
<b>New monthly payment</b>	£514.57/11 payments		=	<b>£47.00</b>



Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



182

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COPY

**Hello, here's your electricity statement**  
from 21 December 2012 to 25 June 2013

Statement date: 27 June 2013

**The balance you owe us is £255.52**

- The £255.52 you owe could mean that your payments will not cover your future electricity charges. We're here to help you to keep your payments in line with your charges.
- So, if you'd like to make a payment to reduce this balance or speak to us about your payments, please give us a call.
- Save a further £6 off your standing charge when you register online and go paperless.
- Please turn over to see how we've worked out your charges and discount.

**Your statement is based on an actual reading**

- We call to read your meter around every six months, but you can still give us a reading any time. This will help us to ensure that your payments are as accurate as possible. You can do this easily:

Online at [www.southern-electric.co.uk](http://www.southern-electric.co.uk) or  
Call our 24 hour Meterline on **0800 220 995**.

**Your deal**

**Your tariff**  
Domestic Standard

**Your current budget payment**  
£47.00

**Your rewards**  
You're saving £40 a year off your standing charge because you pay by Direct Debit.

**Are you on the best deal?**  
For instance, our Discounted Energy April 2015 tariff will always be 2% cheaper than the Standard Energy unit price. For more information and conditions visit:  
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**Your Electricity Supply Number**  
S 01 801 902  
12 0005 0386 404



**Gas boilers and central heating  
– we've got it covered.**

We have a range of shield gas care plans to help keep your home warm and your water hot all year round. With prices from only £11.40 a month, there's something to suit everyone. Give us a call on **0845 076 0525**

# Your electricity statement explained

This bill is for the period 21 Dec 2012 to 25 Jun 2013

**Total from last statement - you owed us** **£23.20**

## Payments

Payment received 1 Jan 2013	£39.00 credit
Payment received 1 Feb 2013	£47.00 credit
Payment received 1 Mar 2013	£47.00 credit
Payment received 1 Apr 2013	£47.00 credit
Payment received 1 May 2013	£47.00 credit
Payment received 1 Jun 2013	£47.00 credit

**Less your total payments, thank you** **£274.00 credit**

## Your electricity use this period - actual

	Reading last time	Reading this time	
Meter: F99A 19503			
Standard energy	42615	46253	<b>3638 units</b>

## Your electricity charges this period

302027291

### Your tariff is Domestic Standard

Standard energy **3638 units** at 12.45p **£452.93**

(includes your Direct Debit discount)

Discounted Standing 187.00 days at 15.66p **£29.28**

charge

(includes your Direct Debit discount)

Total charges before VAT **£482.21**

VAT 5.00% **£24.11**

(on charges of £482.21)

**Total charges this period including VAT** **£506.32**

**Total for your account** **£255.52**

We'll carry forward the £255.52 you owe us to your next statement

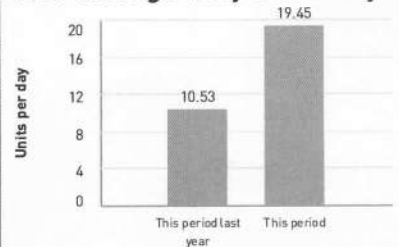
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## Your average daily electricity use



### Find out how you could reduce your energy use and save money.

Visit our website or call us for lots of handy tips and advice.

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or visit **www.ombudsman-services.org**.

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southern-electric.co.uk



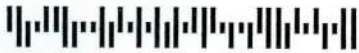
Mon-Fri 8am-8pm Sat 8am-2pm

0800 975 8593

Your electricity account number:

**21998 10211**

Miss J Booker  
23 Chalbert Court  
Chalbert Street  
London  
NW8 7BX



375

Please get in touch if you have any questions about your summary.

Summary date:

26 June 2014

Supply address:

Flat 2

136 Fordwych Road

London

NW2 3PB

Dear Miss J Booker

## Your annual electricity summary

For the period: 27 June 2013 to 26 June 2014

This is important information about your electricity usage and tariff. It is not a request for payment but lets you see how much electricity you've been using. You can also use it to see how your tariff compares with others that are available. Please keep this summary for your records and let us know if we can help further.

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

### Your electricity usage summary

We've worked out that this year you used  
**4,649.72 kWh.**

This is based on actual readings.



Your total costs were **£705.10.**

Based on our best estimate of your annual usage and your current prices, we estimate you will spend **£694.51** in the next 12 months. This is your Personal Projection and includes VAT and any discounts.

Prices may increase in future. If the price of your tariff changes, or you change your tariff or the amount you use, the forecast will also change.

### Could you pay less?

#### Our cheapest similar tariff

Good news - you're already on our cheapest evergreen tariff. We'll let you know at least once a year if this changes.

#### Our cheapest overall tariff

By switching to **1 Year Fixed Price** (subject to eligibility criteria and limited availability) paying by Direct Debit and choosing paperless billing, you could save...

**£41.21** a year.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first.

## Independent advice about switching tariff or supplier

For impartial advice on switching supplier contact Citizens Advice.

[www.adviceguide.org.uk](http://www.adviceguide.org.uk) 08454 04 05 06

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](http://www.ofgem.gov.uk)

If you'd like to reduce your costs by using less energy, Energy Saving Advice Service can provide independent advice on 0300 123 1234.

## Know your rights

It's easy to get independent advice so "Know your rights" as an energy consumer. You can find a better deal, find out how to make a complaint, find out about the quality of your electricity and get help for help if you're struggling to pay your bill. To "Know your rights" visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) for up to date information or contact the Citizens Advice consumer service on 08454 04 05 06.

If you'd like a paper copy of the "Know your rights" guidance, please let us know.

## About your electricity tariff

### Tariff details

Tariff name	Standard
Tariff type	Evergreen
Payment method	Direct Debit
Unit rate	13.82p per kWh
Standing charge	16.44p per day
Tariff ends on	No end date
Price guaranteed until	Not applicable
Exit fee (if you cancel this tariff before the end date) -	No exit fee applies
Discounts and additional charges	£40 a year discount for Direct Debit
Additional products or services included	Not Applicable

### Estimated electricity cost for you on this tariff

Your annual consumption 4,591.81 kWh  
(based on your actual usage)

Your personal projection £694.51

(based on your annual usage and your current prices, including VAT and any discounts.)

Tariff Comparison Rate (TCR) 15.70p per kWh

VAT at 5% is included in the above prices. This may be different to the way we show prices in our bills and statements of account. Your prices may increase in future.

## Key terms explained

### Evergreen

An Evergreen tariff is one which does not have a fixed term, date or an exit fee.

### kWh

kWh stands for kilowatt-hour. It's the standard unit of measure electricity and is recorded on your bill.

### Personal Projection

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

### Tariff Comparison Rate (TCR)

TCR lets you compare the price of your tariff with different tariffs from us or other suppliers. It's based on an average usage of 3,200.00 kWh of electricity and takes into account the unit rate, standing charge and discounts that make up your tariff. The TCR is based on your personal usage and for this reason it should be used as a guide. Your actual rate will depend on the amount of electricity you use. For more information on your tariff to which this TCR applies, visit our website or call us.

## 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 30 days notice (unless we agree to a shorter notice period) and pay any money you owe us.

### Additional charges

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

Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



375

D

**Hello, here's your electricity statement**  
from 26 June 2013 to 17 December 2013

Statement date: 27 December 2013

**The balance you owe us is £65.47**

- We've carried out a review of your account and your payments can be reduced to **£75.00** a month starting from **1 February 2014**. You don't need to do anything, we'll take care of the arrangements.
- When we worked out your monthly payment we included the **£65.47**.
- Save a further **£6** off your standing charge when you register online and go paperless.
- Please turn over to see how we've worked out your charges and monthly payment.

**Your statement is based on an actual reading**

- We call to read your meter around every six months, but you can still give us a reading any time. This will help us to ensure that your payments are as accurate as possible. You can do this easily:

Online at [www.southern-electric.co.uk](http://www.southern-electric.co.uk) or  
Call our 24 hour Meterline on **0800 220 995**.

**Your deal**

Your tariff  
Standard

Your current monthly payment  
£84.00

**Your rewards**

You're saving **£40** a year off your standing charge because you pay by Direct Debit.

**Are you on the best deal?**

We offer the 1 Year Fixed Price tariff which lets you fix your prices – or our Standard Energy tariff with no tie-ins. For more information and conditions visit:

[www.southern-electric.co.uk/Deal](http://www.southern-electric.co.uk/Deal) or call us on **0845 070 7357**.

**Your Electricity Supply Number**

**S** 01 801 902  
12 0005 0386 404



**Gas boilers and central heating – we've got it covered.**

We have a range of shield gas care plans to help keep your home warm and your water hot all year round. With prices from only **£11.40** a month, there's something to suit everyone. Give us a call on **0845 076 0525**

COPY

324627741

# Your electricity statement explained

This bill is for the period 26 Jun 2013 to 17 Dec 2013

**Total from last statement - you owed us**      **£255.52**

## Payments

Payment received 1 Jul 2013	£47.00 credit
Payment received 1 Aug 2013	£84.00 credit
Payment received 1 Sep 2013	£84.00 credit
Payment received 1 Oct 2013	£84.00 credit
Payment received 1 Nov 2013	£84.00 credit
Payment received 1 Dec 2013	£84.00 credit

**Less your total payments, thank you**      **£467.00 credit**

## Your electricity use this period - actual

	Reading last time	Reading this time	
<b>Meter:</b> F99A 19503			
Unrestricted units	46253	48090	<b>1837 units</b>

## Your electricity charges this period

### Your tariff is Standard

26 Jun 2013 - 14 Nov 2013

Standard energy	1204 units	at 12.45p	£149.90
Discounted Standing charge	142 days	at 15.66p	£22.23

(includes your Direct Debit discount)

15 Nov 2013 - 17 Dec 2013

Standard energy	633 units	at 13.66p	£86.47
Discounted Standing charge	33 days	at 15.66p	£5.17

(includes your Direct Debit discount)

Total charges before VAT      £263.77

VAT 5.00%      £13.18

(on charges of £263.77)

Continued over...



Southern Electric is a trading name of SSE Energy Supply Limited. Registered in England & Wales No. 03757502 and Southern Electric Gas Limited Registered in England & Wales No. 02716495, both members of the SSE Group. The Registered Office of SSE Energy Supply Limited and Southern Electric Gas Limited is 55 Vastern Road Reading Berkshire RG1 8BU. www.southern-electric.co.uk. VAT registration number 553 7696 03. Tax point date 27 December

## New monthly payment

Based on your annual usage, your estimated annual energy cost is:	<b>£844.65</b>
Balance you owe us:	<b>£65.47</b>
<b>Total cost:</b>	<b>£910.12</b>
Less your next payment of £84.00	<b>£826.12</b>
(£826.12 ÷ 11 months)	
<b>New monthly payment</b>	<b>£75.00</b>

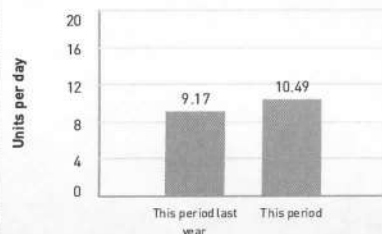
## Emergency Line

For power cuts or electricity emergencies call: **0800 028 0247**

## Other contact details

We like to talk with our customers and can answer your questions quickly and easily if you call us. To improve our service further we may record calls from time to time. If you prefer, you can still write to us at: Customer Service, Southern Electric, PO Box 29977, Glasgow G67 9DW.

## Your average daily electricity use



**Find out how you could reduce your energy use and save money.**

Visit our website or call us for lots of handy tips and advice.

## If you feel we've let you down

Please contact us because we want to know and have the chance to put things right. Call our team on **0800 912 3000**.

Or you can send an email to:

**headofcustomerservice@southern-electric.co.uk**

You can also write to **Head of Customer Service, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ**.

If you're still unhappy, you can contact **Citizens Advice** consumer service who provide free, confidential and impartial advice on **08454 04 05 06** or visit **www.adviceguide.org.uk** or **Ombudsman Services: Energy** on **0330 440 1624** or visit **www.ombudsman-services.org**

Staying Connected Energy Consumer Checklist & Concise Checklist can be found on our website or call us for a copy.



Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



375

**D**

## Here's your electricity statement

For the period: 18 December 2013 to 19 June 2014  
Dated: 26 June 2014

### Your previous statement

You owed us	£65.47
Your payments, thank you	£459.00 credit

**Balance after your payments** £393.53 credit

### This statement

Electricity charges	£411.91
---------------------	---------

**Total charges this statement** £411.91

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

**The balance you owe us is** £18.38

Your electricity account number:  
**21998 10211**

### Your meter reading

5	0	7	8	6
---	---	---	---	---

You can give us a reading any time at [southern-electric.co.uk](http://southern-electric.co.uk) or by calling our Meterline on 0800 220 995

### New monthly payment

We've reviewed your account and your monthly payments can be reduced to £58.00 starting from 1 August 2014. Turn over to see how we've worked this out. You don't need to do anything, we'll take care of the arrangements.

## Could you pay less?

### Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be £694.51.

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

### Our cheapest overall tariff

By switching to 1 Year Fixed Price (subject to eligibility criteria and limited availability), paying by Direct Debit and choosing paperless billing, you could save £41.21 a year.

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

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 18 December 2013 to 19 June 2014

## Your payments

Payment Received 1 Jan 2014	£84.00 credit
Payment Received 1 Feb 2014	£75.00 credit
Payment Received 1 Mar 2014	£75.00 credit
Payment Received 1 Apr 2014	£75.00 credit
Payment Received 1 May 2014	£75.00 credit
Payment Received 1 Jun 2014	£75.00 credit

**Your total payments, thank you**

**£459.00 credit**

### New monthly payment

Based on your estimated electricity use over 12 months your annual energy cost will be: £694.50

Balance you owe us: £18.38

**Total cost: £712.88**

Less your payment of £75.00  
(£637.88 ÷ 11 months)

**New payment amount: £58.00**

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Unrestricted units	48090	50786	2696 kWh

### Your electricity charges this period

Your tariff is Standard

18 Dec 2013 - 23 Mar 2014

Standard energy	1739 kWh	at 13.66p	£237.55
Discounted Standing charge	96 days	at 15.66p	£15.03

24 Mar 2014 - 19 Jun 2014

Standard energy	957 kWh	at 13.16p	£125.94
Discounted Standing charge	88 days	at 15.66p	£13.78
VAT 5.00% (on charges of £392.30)			£19.61

**Total electricity charges this period**

**£411.91**

Direct Debit discount - we've reduced the daily cost of your standing charge so that over a year, its £40 cheaper.

### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	4,591.81kWh

### kWh

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

### Your supply number

**S** 01 801 902  
12 0005 0386 404





Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



375

**D**

## Here's your electricity statement

For the period: 20 June 2014 to 19 December 2014  
Dated: 22 December 2014

### Your previous statement

You owed us	£18.38
Your payments, thank you	£365.00 credit
Your adjustments	£12.00 credit

**Balance** £358.62 credit

### This statement

Electricity charges £324.68

**Total charges this statement** £324.68

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

**The balance we owe you is** £33.94

As you're spreading the cost over the year, we'll carry forward the £33.94 we owe you to your next statement.

Your electricity account number:

**21998 10211**

### Your meter reading

5	2	9	1	8
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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 0800 220 995

## Could you pay less?

### Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be £725.12.

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

### Our cheapest overall tariff

Good news - you're already on our cheapest overall tariff. We'll let you know once a year if this changes. However, choosing paperless billing, you could save £6.00 a year.

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

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 20 June 2014 to 19 December 2014

## Your payments

Payment Received 1 Jul 2014	£75.00 credit
Payment Received 1 Aug 2014	£58.00 credit
Payment Received 1 Sep 2014	£58.00 credit
Payment Received 1 Oct 2014	£58.00 credit
Payment Received 1 Nov 2014	£58.00 credit
Payment Received 1 Dec 2014	£58.00 credit

### Go paperless

Manage your account online and save £6 a year off your standing charge.

**Your total payments, thank you** **£365.00 credit**

## Your adjustments

Gov Electricity Rebate 2014 12 Oct 2014	£12.00 credit
---	---------------

**Your total adjustments** **£12.00 credit**

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Standard energy	50786	52918	2132 kWh

### Your electricity charges this period

Your tariff is Standard

Standard energy	2132 kWh	at 13.16p	£280.57
Discounted Standing charge	183 days	at 15.66p	£28.65
VAT 5.00% (on charges of £309.22)			£15.46

**Total electricity charges this period** **£324.68**

Direct Debit discount - we've reduced the daily cost of your standing charge so that over a year, its £40 cheaper.

For more information on your Government Electricity Rebate please visit [www.southern-electric.co.uk/LowerPrices](http://www.southern-electric.co.uk/LowerPrices).

### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	4,813.33kWh

### kWh

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

### Your supply number

**S** 01 801 902  
12 0005 0386 404



Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



375

**D**

## Here's your electricity statement

For the period: 20 December 2014 to 30 June 2015  
Dated: 2 July 2015

### Your previous statement

We owed you £33.94 credit  
Your payments, thank you £406.00 credit

**Balance after your payments £439.94 credit**

### This statement

Electricity charges £540.37

**Total charges this statement £540.37**

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

**The balance you owe us is £100.43**

Your electricity account number:  
**21998 10211**

### Your actual reading

	5	6	5	9	9
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We've based your statement on the above actual meter reading.

### New monthly payment

We've reviewed your account and your monthly payments need to increase to £85.00 starting from 1 August 2015. Turn over to see how we've worked this out. You don't need to do anything, we'll take care of the arrangements.

## Could you pay less?

**Your Personal Projection**  
Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be **£834.78.**

**Our cheapest similar tariff**  
Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

**Our cheapest overall tariff**  
By switching to SSE 3 Year Fixed Price (subject to eligibility criteria and limited availability), paying by Direct Debit and choosing paperless billing, you could save **£31.33** a year.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future. Remember - it might be worth thinking about switching your tariff or supplier. See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 20 December 2014 to 30 June 2015

## 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 1 Jan 2015	£58.00 credit
Payment Received 1 Feb 2015	£58.00 credit
Payment Received 1 Mar 2015	£58.00 credit
Payment Received 1 Apr 2015	£58.00 credit
Payment Received 1 May 2015	£58.00 credit
Payment Received 1 Jun 2015	£58.00 credit
Payment Received 1 Jul 2015	£58.00 credit

Your total payments, thank you

**£406.00 credit**

### New monthly payment

Based on your estimated electricity use over 12 months your annual energy cost will be:	£837.05
Balance you owe us:	£100.43
<b>Total cost:</b> (£937.48 ÷ 11 months)	<b>£937.48</b>
<b>New payment amount:</b>	<b>£85.00</b>

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Standard energy	52918	56599	<b>3681 kWh</b>

### Your electricity charges this period

Your tariff is Standard

Standard energy	3681 kWh	at 13.16p	£484.42
Discounted Standing charge	193 days	at 15.66p	£30.22
VAT 5.00% (on charges of £514.64)			£25.73

**Total electricity charges this period**

**£540.37**

Direct Debit discount - we've reduced the daily cost of your standing charge so that over a year, its £40 cheaper.

### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	5,606.91kWh

### kWh

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

### Your supply number

**S** 01 801 902  
12 0005 0386 404



Miss J Booker  
23  
Charlbert Court  
Charlbert Street  
London  
NW8 7BX

## Here's your electricity statement

For the period: 01 July 2015 to 29 December 2015

Dated: 31 December 2015

For: Flat 2, 136 Fordwych Road, London, NW2 3PB

### Your previous statement

You owed us	£100.43
Your payments, thank you	£510.00 credit
Your adjustments	£12.00 credit

**Balance** **£421.57 credit**

### This statement

Electricity charges £357.13

**Total charges this statement** **£357.13**

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

**The balance we owe you is** **£64.44**

As you're spreading the cost over the year, we'll carry forward the £64.44 we owe you to your next statement.

## Could you pay less?

**Your Personal Projection**  
Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be **£867.30**.

**Our cheapest similar tariff**  
Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

**Our cheapest overall tariff**  
By switching to SSE 3 Year Fixed Price (subject to eligibility criteria and limited availability), paying by Direct Debit and choosing paperless billing, you could save **£32.39** a year.

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

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Your electricity account number:  
**21998 10211**

### Your actual reading

	5	8	9	6	7
--	---	---	---	---	---

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

## Here's your statement explained for the period 01 July 2015 to 29 December 2015

for Flat 2, 136 Fordwych Road, London, NW2 3PB

D

## 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 1 Aug 2015	£85.00 credit
Payment Received 1 Sep 2015	£85.00 credit
Payment Received 1 Oct 2015	£85.00 credit
Payment Received 1 Nov 2015	£85.00 credit
Payment Received 1 Dec 2015	£85.00 credit
Payment Received 1 Jan 2016	£85.00 credit

Your total payments, thank you

£510.00 credit

## Go paperless

Manage your account online and save £6 a year off your standing charge.

## Your adjustments

Gov Electricity Rebate 2015 14 Oct 2015	£12.00 credit
---	---------------

Your total adjustments

£12.00 credit

## Your charges

## The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Standard energy	56599	58967	2368 kWh

## Your electricity charges this period

Your tariff is Standard

Standard energy	2368 kWh	at 13.16p	£311.63
Discounted Standing charge	182 days	at 15.66p	£28.50
VAT 5.00% (on charges of £340.13)			£17.00

Total electricity charges this period

£357.13

Direct Debit discount - we've reduced the daily cost of your standing charge so that over a year, it's £40 cheaper.

For more information on your Government Electricity Rebate please visit [www.southern-electric.co.uk/LowerPrices](http://www.southern-electric.co.uk/LowerPrices).

## About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	5,842.26kWh

## kWh

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

## Your supply number

S 01 801 902  
12 0005 0386 404



Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



375

**D**

## Here's your electricity statement

For the period: 30 December 2015 to 01 July 2016  
Dated: 5 July 2016

### Your previous statement

We owed you £64.44 credit  
Your payments, thank you £510.00 credit

**Balance after your payments £574.44 credit**

### This statement - estimated

Electricity charges £402.25

**Total charges this statement £402.25**

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

**The balance we owe you is £172.19**

Your electricity account number:  
**21998 10211**

### Your estimated reading

6	1	6	5	8
---	---	---	---	---

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

### New monthly payment

We've reviewed your account and your monthly payments can be reduced to £66.00 starting from 1 August 2016. Turn over to see how we've worked this out. You don't need to do anything, we'll take care of the arrangements.

## Could you pay less?

### Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be £895.83.

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

### Our cheapest overall tariff

By switching to SSE 1 Year Fixed v7 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save £104.31 a year.

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

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 30 December 2015 to 01 July 2016

## 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 1 Feb 2016	£85.00 credit
Payment Received 1 Mar 2016	£85.00 credit
Payment Received 1 Apr 2016	£85.00 credit
Payment Received 1 May 2016	£85.00 credit
Payment Received 1 Jun 2016	£85.00 credit
Payment Received 1 Jul 2016	£85.00 credit

**Your total payments, thank you**

**£510.00 credit**

### New monthly payment

Based on your actual electricity use over 12 months your annual energy cost will be:	£895.83
Balance we owe you:	£172.19
<b>Total cost:</b>	<b>£723.64</b>
(£723.64 ÷ 11 months)	
<b>New payment amount:</b>	<b>£66.00</b>

## Your charges

### The electricity you've used - estimated

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Standard energy	58967	61658[E]	2691 kWh

### Your electricity charges this period

Your tariff is Standard

Standard energy	2691 kWh	at 13.16p	£354.13
Reduced Standing charge	185 days	at 15.66p	£28.97
Direct Debit/Standing Order			
VAT 5.00%			£19.15
(on charges of £383.10)			

**Total electricity charges this period**

**£402.25**

### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee	No exit fee
(if you end your contract early)	applies
Your estimated annual usage	6,049.00kWh

### kWh

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

### Your supply number

**S** 01 801 902  
12 0005 0386 404





Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB



375

D

## Here's your electricity statement

For the period: 02 July 2016 to 30 December 2016

Dated: 4 January 2017

### Your previous statement

We owed you £172.19 credit  
Your payments, thank you £396.00 credit

**Balance after your payments £568.19 credit**

### This statement

Electricity charges £295.63

**Total charges this statement £295.63**

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

**The balance we owe you is £272.56**

As you're spreading the cost over the year, we'll carry forward the £272.56 we owe you to your next statement.

Your electricity account number:

**21998 10211**

### Your actual reading

6	3	5	8	1
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We've based your statement on the above actual meter reading.

## Could you pay less?

### Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be **£697.54.**

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

### Our cheapest overall tariff

By switching to SSE 1 Year Fixed v9 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save **£76.78** a year.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future. Remember - it might be worth thinking about switching your tariff or supplier. See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 02 July 2016 to 30 December 2016

### 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 1 Aug 2016	£66.00 credit
Payment Received 1 Sep 2016	£66.00 credit
Payment Received 1 Oct 2016	£66.00 credit
Payment Received 1 Nov 2016	£66.00 credit
Payment Received 1 Dec 2016	£66.00 credit
Payment Received 1 Jan 2017	£66.00 credit

**Your total payments, thank you**

**£396.00 credit**

#### Go paperless

Manage your account online and save £6 a year off your standing charge.

### Your charges

#### The electricity you've used - actual

	Reading last time	Reading this time	Total used
<i>Meter: F99A 19503</i>			
Standard energy	61658[E]	63581	1923 kWh

#### Your electricity charges this period

Your tariff is Standard

Standard energy	1923 kWh	at 13.16p	£253.06
Reduced Standing charge	182 days	at 15.66p	£28.50
Direct Debit/Standing Order			
VAT 5.00%			£14.07
(on charges of £281.56)			

**Total electricity charges this period**

**£295.63**

#### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	4,614.00kWh

#### kWh

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

#### Your supply number

S 01 801 902  
12 0005 0386 404



Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB

**D**

## Here's your electricity statement

For the period: 31 December 2016 to 04 July 2017

Dated: 6 July 2017

### Your previous statement

We owed you	£272.56 credit
Your payments, thank you	£396.00 credit

**Balance after your payments** £668.56 credit

### This statement

Electricity charges	£494.13
---------------------	---------

**Total charges this statement** £494.13

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

**The balance we owe you is** £174.43

Your electricity account number:

**21998 10211**

### Your actual reading

6	6	7	8	7
---	---	---	---	---

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

### New monthly payment

We've reviewed your account and your monthly payments can be reduced to £62.00 starting from 1 August 2017. Turn over to see how we've worked this out. You don't need to do anything, we'll take care of the arrangements.

## Could you pay less?

### Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be £853.20.

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

### Our cheapest overall tariff

By switching to SSE 1 Year Fixed v12 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save £50.41 a year.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future.

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

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 31 December 2016 to 04 July 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 1 Feb 2017	£66.00 credit
Payment Received 1 Mar 2017	£66.00 credit
Payment Received 1 Apr 2017	£66.00 credit
Payment Received 1 May 2017	£66.00 credit
Payment Received 1 Jun 2017	£66.00 credit
Payment Received 1 Jul 2017	£66.00 credit

Your total payments, thank you

**£396.00 credit**

### New monthly payment

Based on your estimated electricity use over 12 months your annual energy cost will be: £853.20

Balance we owe you: £174.43

Total cost: **£678.77**  
(£678.77 ÷ 11 months)

New payment amount: **£62.00**

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Unrestricted units	63581	66787	<b>3206 kWh</b>

### Your electricity charges this period

Your tariff is Standard

31 Dec 2016 - 27 Apr 2017

Standard energy	2034 kWh	at 13.16p	£267.67
Reduced Standing charge	118 days	at 15.66p	£18.48
Direct Debit/Standing Order			

28 Apr 2017 - 04 Jul 2017

Standard energy	1172 kWh	at 14.83p	£173.80
Reduced Standing charge	68 days	at 15.66p	£10.65
Direct Debit/Standing Order			

VAT 5.00%  
(on charges of £470.60) £23.53

**Total electricity charges this period**

**£494.13**

### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	5,094.00kWh

### kWh

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

### Your supply number

**S** 01 801 902  
12 0005 0386 404



Miss J Booker  
Flat 2  
136 Fordwych Road  
London  
NW2 3PB

**D**

## Here's your electricity statement

For the period: 05 July 2017 to 20 December 2017  
Dated: 22 December 2017

Your electricity account number:  
**21998 10211**

### Your previous statement

We owed you £174.43 credit  
Your payments, thank you £310.00 credit

### Your actual reading

	6	9	0	0	1
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We've based your statement on the above actual meter reading.

**Balance after your payments £484.43 credit**

### This statement

Electricity charges £372.54

**Total charges this statement £372.54**

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

**The balance we owe you is £111.89**

As you're spreading the cost over the year, we'll carry forward the £111.89 we owe you to your next statement.

## Could you pay less?

**Your Personal Projection**  
Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be £903.95.

**Our cheapest similar tariff**  
Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes.

**Our cheapest overall tariff**  
By switching to SSE 1 Year Fixed v14 (subject to limited availability), paying by Direct Debit and choosing paperless billing, you could save £53.21 a year.

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

See page 2 for more information about your tariff and the last page for how we can help you pay less.

Here's your statement explained for the period 05 July 2017 to 20 December 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 1 Aug 2017	£62.00 credit
Payment Received 1 Sep 2017	£62.00 credit
Payment Received 1 Oct 2017	£62.00 credit
Payment Received 1 Nov 2017	£62.00 credit
Payment Received 1 Dec 2017	£62.00 credit

Your total payments, thank you

£310.00 credit

### Go paperless

Manage your account online and save £6 a year off your standing charge.

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: F99A 19503			
Standard energy	66787	69001	2214 kWh

### Your electricity charges this period

Your tariff is Standard

Standard energy	2214 kWh	at 14.83p	£328.34
Reduced Standing charge	169 days	at 15.66p	£26.46
Direct Debit/Standing Order			
VAT 5.00%			£17.74
(on charges of £354.80)			
<b>Total electricity charges this period</b>			<b>£372.54</b>

### About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Direct Debit
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	5,420.00kWh

### kWh

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

### Your supply number

S 01 801 902  
12 0005 0386 404