

Working together with British Gas

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Mr Mark Whetton 29 PURLEIGH CLOSE PITSEA BASILDON ESSEX SS13 1RJ

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#### We've set up your account

Hello Mr Mark Whetton

We started supplying your electricity on 26 February 2015.

You're paying by monthly Direct Debit

We've worked out what we think you're going to spend on energy over the whole year, and divided it into equal payments. This means what you pay in the winter will be the same as what you pay in the summer – so no big surprises.

This fixed amount will automatically come out of your bank account each month. And you'll also pay a lower unit rate because you pay by Direct Debit, you'll find more details about this on the back of this letter<sup>†</sup>.

Make sure you send us your meter readings, so we can keep track of your usage. Every six months we'll check your payments are covering the energy you've used. If you're using more or less than we expected, we'll put your payments up or down. We'll let you know before we make any changes.

Checking your meter

We'll come and check your meter at least every five years. We do this for your safety and because it's required by law. We'll get in touch with you first to fix a convenient time if we need to.

Any questions?

If you need any help, do get in touch. Our contact details are on the right.

Thanks

Lynda Campbell

Head of Customer Service

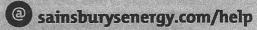
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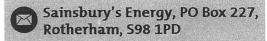
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#### Contact us







# Your Meter Point Number **1012572412723**

Letter reference: PAY/PSC/CRTE/DDIN/MRGE

Date: 10 March 2015

Customer ref: 851003226881

Everything you need - at a glance

We're now supplying your electricity.

Bank account name: Mark Whetton Bank account number:\*\*\*\*1288 Bank sort code: \*\*\*713

Your monthly payments: Electricity £38.50 Gas £44.00 Total £82.50

First payment date: 15th March 2015

Monthly payment date: 15th of the month or the first working day after this date

If you want to manage your account online If you'd like to manage your account online, we need some time to make sure everything's set up properly. It could be up to four weeks – sometimes a bit longer before your online account is up and running. You'll find more details at sainsburysenergy.com/help.

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We've made some changes to our residential energy terms & conditions around when your supply will start and credit balances. To find out more visit sainsburysenergy.com/whatschanging

# Your first gas statement

Statement date:

Statement period:

25 Apr 2015 26 Feb 2015 - 14 Apr 2015

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See step 4 for more details about your account and tariff

£0.00
£168.39
-£239.00
-£44.00
-£65.00
-£130.00

Your account balance is in credit by £70.61

Your customer number: 85 10 03 22 68 81

## What happens next?

Your monthly payments will continue to be taken out of your bank account.

# Could I pay less?

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

Your 12 month Personal Projection for your current tariff is £952.07

Save £205.66 Price Promise May 2016 Fixed Dual Fuel tariff You could fix your prices for longer with our Price Freeze May 2016 tariff with a Personal Projection of £1063.51

Our cheapest tariff overall

All of the prices above include VAT and any discounts.

Your Personal Projection is an estimate based on your previous consumption, and could be affected by future tariff, price or consumption change. All tariffs subject to availability.

\* You will be charged an exit fee of £30.00 if you switch supplier before your tariff's end date of 29 February 2016.

#### Where can I get some help?

Your gas meter point reference number is:

32 84 59 44 00

Eastern Price Area G4S read your meter Bills for the visually impaired

sainsburysenergy.com/Priority-Service-Register

Call us: 0800 072 8625

Textphone: 18001 0800 072 8626

Our Priority Service Register is a free, confidential service that provides

additional support to those most in need. To find out about eligibility and the services on offer, such as free gas safety checks and the password protection scheme, call us on 0800 0728625 or go to

#### sainsburysenergy.com Know your rights

To manage your account, pay your bill and submit your meter reads.

#### Speak to one of our general enquiries team 0800 316 0316

Mon-Fri 8am - 8pm / Sat 8am - 6pm

Write to: Sainsbury's Energy PO BOX 227 Rotherham S98 1PB

For account questions please have your meter reading handy. It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit www.citizensadvice.org. uk/energy for up to date Citizens Advice consumer

information or contact the 03454 04 05 06 for a

paper copy.

#### Emergency Smell gas? 0800 111 999 (24 hours a day)

To find the name and address of the company responsible for the gas pipeline delivery network to your home, please call:

08701 600 229

Mon-Fri 8am - 9pm, excluding Bank Holidays

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## If you are unhappy with the service we have provided

Please contact us on 0800 316 0 316 Mon-Fri 8am - 8pm / Sat 8am - 6pm

or go online at sainsburysenergy.com/ complaints

or write to Sainsbury's Energy Complaints Management Team **PO BOX 226** Rotherham **S98 1PB** 

We will do all we can to resolve your issue straight away. If this is not possible we will aim to resolve the matter for you within 14 days.

When you contact us to make a complaint we will apologise, provide you with an explanation and confirm what action needs to be taken, this may include a goodwill gesture. If you remain unhappy please write to Lynda Campbell, Head of Customer Services, PO BOX 226, Rotherham, S98 1PB.

The Citizens Advice consumer service provides free confidential and impartial advice on consumer issues and can be contacted at any stage of the complaint process. Visit citizensadvice.org.uk/energy or call the Citizens Advice consumer helpline on 03454 04 05 06.

If your complaint remains unresolved after eight weeks or we issue you with a deadlock letter you can contact the Ombudsman Services: Energy. The Ombudsman is there to help resolve disputes between energy suppliers and their customers and can provide free, independent help and advice. Write to PO Box 966, Warrington, WA4 9DF

Call 0330 440 1624 (Textphone 0330 440 1600) Fax 0330 440 1625, email enquiries@os-energy.org or go online at ombudsman-services.org/ energy

They may ask us to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.



#### I'd like more detail

This information will help you to compare your current tariff with others available.

Tariff name	Fixed Price February 2016
Payment method	Monthly Direct Debit
End date	29 February 2016
Exit fee (if you switch supplier before end date	£30.00
Based on your actual usage to da	ate 25151.08 kWh

#### About your TCR

Tariff Comparison Rate (TCR): 3.88p per kWh

The TCR can be used to compare the price of energy tariffs across suppliers.

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 13,500 kWh of gas and should be used as a guide only.

For more information on our tariffs and TCRs go to sainsburysenergy.com/tariffs

#### Your gas use in detail

Your 0.3p /kWh Direct Debit discount has already been applied to your unit

Meter number: 00066919

26 Feb 2015 - we estimated your first meter reading	3171
14 Apr 2015 - we read your meter	3324
Actual units used over 48 days	153
(Unit calorific value for this period 39.2)	
Gas units converted into kWh	4821.52
4821.52 kWh x 3.080p	£148.50
Standing charge 26 Feb 15 - 14 Apr 15	£11.88

48 days at 24.770p per day

Total gas including VAT	£168.39
VAT at 5.00%	£8.01
Total gas used	£160.38

#### Your actual meter reading

Gas

3 3 2 4

#### How we calculate your gas cost?

Gas is a natural product. One unit does not always produce exactly the same amount of energy. In order to price energy from gas consistently, we convert your units used into kiloWatt hours of energy, using the following formula:

## Where does my money go?

The information below shows how what you pay covers much more than just the wholesale cost of gas\*.

**External Costs** 



51% Wholesale gas costs

Delivery to your home (Regulated by Ofgem) A

4% Environmental & social policies

7%
Corporation tax & VAT

Our Costs

Operating costs



7% Our profit

\*Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 13,500 kWh of gas and average regional prices. Profit figure shown is after tax. For more information on environmental and social policies visit ofgem.gov.uk/environmental-programmes

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## Can I save some money?

#### 1. Change

Submit meter reads online at sainsburysenergy.com/meterread Giving us your meter reads means you only pay for the energy you use.



#### 2. Collect

A thank you from Sainsbury's Energy? to say thank you, we give you Nectar points just for being our customer. Visit sainsburysenergy.com/nectar to find out how you can earn even more points.

Your Sainsbury's Energy points\*: **0 points** (As 24 Feb 2015)

\* Total points collected since joining loyalty programme

Your Nectar balance: 4684 points (As 03 Mar 2015)



#### 3. Be efficient

Manage your energy consumption.

There are a number of ways you can improve your home's energy efficiency, for a complete checklist of helpful advice visit sainsburysenergy.com/tips

