

106 111

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†.

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

L Campbell

Lynda Campbell
Head of Customer Service

*GAS 6147
elec. 23624.
6369
~~22124.~~*

Contact us

@ sainsburysenergy.com/help

📞 **0800 316 0316***
Mon - Fri 8am - 8pm, Sat 8am - 6pm.

✉ Sainsbury's Energy, PO Box 227,
Rotherham, S98 1PD

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

Your customer number:
85 10 03 22 68 81

Statement date:
25 Apr 2015

Statement period:
26 Feb 2015 - 14 Apr 2015

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What's my balance?

You are in
credit by

£70.61

Gas tariff: Fixed Price February 2016, ending 29 Feb 2016

See step 4 for more details about your account and tariff

Your balance was	£0.00
Total charges (including VAT)	£168.39
What you've paid	-£239.00
Direct Debit 16 Mar 2015	-£44.00
Direct Debit 23 Mar 2015	-£65.00
Direct Debit 15 Apr 2015	-£130.00

Your account balance is in credit by **£70.61**

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What happens next?

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

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

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

sainsburysenergy.com

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.

Know your rights

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 information or contact the Citizens Advice consumer service on **03454 04 05 06** for a paper copy.

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/Priority-Service-Register

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

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

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](http://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](http://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.



Calls to a 0800 number are free from a BT Calling Plan. Mobile and other providers' charges may vary. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**. Calls may be recorded and monitored for quality assurance and compliance purposes.

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I'd like more detail

About your tariff

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

Your gas tariff

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 date	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 rates.

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 £11.88

26 Feb 15 - 14 Apr 15

48 days at 24.770p per day

Total gas used £160.38

VAT at 5.00% £8.01

Total gas including VAT £168.39

Total £168.39

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:

a. imperial units used	153
b. x metric conversion	100's Ft ³
c. x calorific value	2.83
d. x volume correction	39.2
e. ÷ kWh conversion	1.0226400
f. = kWh	3.6
	4821.52

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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



23%

Delivery to your home
(Regulated by Ofgem)



4%

Environmental & social
policies



7%

Corporation tax & VAT

Our Costs



8%

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)

Your Nectar balance:

4684 points (As 03 Mar 2015)

* Total points collected since joining loyalty programme



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

