



sse.co.uk



As you get your bills by email, it's easy to get help online at sse.co.uk

Mr Murray, Mrs Murray  
87 Loanfoot Avenue  
Glasgow  
G13 3DU

**D**

## Here's your smart electricity statement

For the period: 09 January 2022 to 21 April 2022

Dated: 25 April 2022

### Your previous statement

We owed you	£230.54 credit
Your payments, thank you	£328.00 credit

**Balance after your payments** **£558.54 credit**

### This statement

Electricity charges	£240.80
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**Total charges this statement** **£240.80**

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

**Your payment plan credit carried forward** **£317.74**

Your payment plan spreads the cost over a year. We expected you to be in credit at this point and we'll need it to pay for your future bills. We'll check to see if you're due a refund at your next review.

## Could you pay less?

### Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£1,046.00**, 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.

### 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.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options. If you drive an electric vehicle, our OVO Drive plan might be cheaper for you. You can call us on 0330 303 5063 or visit [ovoenergy.com/electric-cars/ev-tariff](https://ovoenergy.com/electric-cars/ev-tariff) to learn more about it. Eligibility criteria and T&Cs apply.

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

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

### Take control, it's much easier online

We've got lots of ways to make your life easier, you can

- Update your Direct Debit payments
- Find a better tariff and switch in a few clicks
- See how much energy you're using
- See all your bills in one place
- Download the SSE App

To log in to your account, simply scan the QR code or visit [sse.co.uk/online-payment-plan](https://sse.co.uk/online-payment-plan)



### Your account online

For a full breakdown of your usage please go to: [sse.co.uk/yourlogin](https://sse.co.uk/yourlogin)  
Regularly monitoring your usage may help you to make savings by changing patterns and behaviour.

## About your electricity tariff

Use this information to compare your tariff with others available.

<b>Tariff name</b>	Standard	<b>Tariff ends on</b>	No end date
<b>Tariff type</b>	Evergreen (A tariff with no end date or exit fee)	<b>Price guaranteed until</b>	Not Applicable
<b>Payment Method</b>	Direct Debit	<b>Exit fee (if you end your contract early)</b>	No exit fee applies
<b>Unit rate</b>	27.84p per kWh	<b>Discounts and additional charges</b>	Not applicable
<b>Standing charge</b>	49.65p per day	<b>Additional products or services included</b>	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. It includes any discounts and VAT at 5%.

**Your estimated annual usage** 3,106.98kWh

**Your personal projection** £1,046.00

Your prices may go up or down in the future.

Here's your statement explained for the period 09 January 2022 to 21 April 2022

## Your payments

Payment Received 24 Feb 2022 £90.00 credit

Payment Received 24 Mar 2022 £119.00 credit

Payment Received 24 Apr 2022 £119.00 credit

**Your total payments, thank you**

**£328.00 credit**

## Your charges

### The electricity you've used - actual

	Reading last time	Reading this time	Total used
<b>Meter: P909112061</b>			
Unrestricted units	78674	79574	<b>900 kWh</b>
<b>Meter: 21L4670170</b>			
Unrestricted units	0	55	<b>55 kWh</b>

### Your electricity charges this period

Your tariff is Standard

**09 Jan 2022 - 31 Mar 2022**

Standard energy 750 kWh at 19.42p £145.65

Standing charge 82 days at 23.68p £19.42

**01 Apr 2022 - 21 Apr 2022**

Standard energy 205 kWh at 26.51p £54.34

Standing charge 21 days at 47.28p £9.93

VAT 5.00% £11.46

(on charges of £229.34)

**Total electricity charges this period**

**£240.80**

### 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.

### kWh

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

### Your supply number

**S** 01 801 100  
18 0002 5538 867

Total Register	Last time	This time
Primary	0.00	55.00

Continued over...

For information only. Your smart meter has 48 registers but not all of them are used on your bill. If you change tariff or supplier then different registers may be used. You can use the 'Total' figure as a check to make sure you are billed for the right amount of overall energy.

If you have capped prices on a standard variable tariff, your standing charge and unit rates will be reduced for paying by Direct Debit. Your discount will vary depending on how much energy you use, where you live and your meter type.

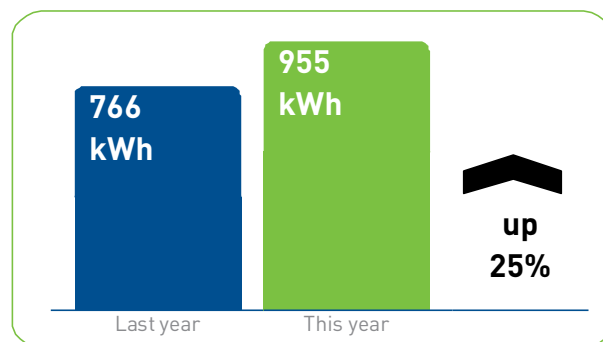


## Your electricity usage

We've worked out you've used more electricity this period than in the same period last year. This is based on an actual 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](https://sse.co.uk/beinggreen) or call us on 0800 072 7201.

Use the **My SSE App** or log in to your account for an up-to-date breakdown of your energy use. Download the My SSE App for free from the App Store for iPhone and on Google Play, or get started at [sse.co.uk/manage-energy-online](https://sse.co.uk/manage-energy-online). Alternatively, we could send a monthly summary of your energy use and costs, simply get in touch with us to find out more.



## 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](https://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 071 3991 and we'll help you find the best tariff for you. We're open Mon-Fri 8am-8pm Sat 8am-6pm

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](https://www.citizensadvice.org.uk) 0808 223 1133. Calls are free.

If you'd like to reduce your costs by using less energy, the Energy Saving Trust can help you, visit [www.energysavingtrust.org.uk](https://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](https://www.ofgem.gov.uk)

## Do you need more help?

### Contacting us

You can view and manage your account online at [sse.co.uk](https://sse.co.uk), alternatively you can call us on 0345 026 2658 (we're open Mon-Fri 8am-8pm Sat 8am-6pm). You can also email [customerservice@sse.co.uk](mailto: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](https://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](https://sse.co.uk/annual-psr).

### Power cut or electricity emergency?

Call 0800 092 9290

or

immediately  
(open 24 hours).



If you need to contact your **local network operator**, call 0330 101 0444 or write to SP Energy Networks, Central & Southern Scotland, 320 St Vincent Street, Glasgow G2 5AD.

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. Remember we're part of the OVO family, so please don't contact SSE PLC which is a separate company, please get in touch with us at SSE Energy Services if you need help:

1. Call us on 0345 026 2658 and we'll do our best to help you. We record some calls to help us improve our service.
2. If you're unhappy with the progress we're making in resolving your complaint, you can call us on 0345 070 7373 and ask for an escalated review of your complaint. You can find details of our Complaint Handling procedure at [sse.co.uk](https://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, email [Enquiry@Ombudsman-Services.org](mailto:Enquiry@Ombudsman-Services.org), visit [www.ombudsman-services.org](https://www.ombudsman-services.org) or write to PO Box 966, Warrington WA4 9DF.

### 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](https://www.citizensadvice.org.uk/energy) or call them on 0808 223 1133. Calls are free. You can also get further guidance (called Know Your Rights) at [sse.co.uk/regulatoryinformation](https://sse.co.uk/regulatoryinformation).