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[sse.co.uk](https://sse.co.uk)


As you get your bills by email, it's easy to get help online at [sse.co.uk](https://sse.co.uk)



### Manage your account online

You can change tariff, see previous bills, make payments and more at [sse.co.uk/my-account](https://sse.co.uk/my-account)

Your gas  
account number:

**56108 37316**

## Here's your amended gas statement

For the period: 02 July 2020 to 15 October 2020

Dated: 3 November 2020

### Your previous statement

You owed us	£0.00
Your payments, thank you	£58.67 credit

**Balance after your payments** **£58.67 credit**

### This statement

Gas charges	£58.67
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**Total charges this statement** **£58.67**

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

**Your account has a zero balance** **£0.00**

Good news - you have nothing more to pay.

### Take control, it's easier online

Coronavirus has changed all our lives and we're working hard to look after all our customers.

To help us do this, please use our website where possible at [sse.co.uk/my-account](https://sse.co.uk/my-account)

#### Here's what you can do online:

- Submit your meter readings
- Set up a Direct Debit
- Review and pay your bill
- Get answers with our FAQs or webchat
- Change to a tariff that might suit you better

### Your actual reading

		7	0	4	1
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We've based your statement on the above actual meter reading.

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

## Could you pay less?

### Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£292.83**, including VAT and any discounts. For more information see overleaf.

### Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes. However, paying by Direct Debit, you could save **£25.97** a year.\*

### Our cheapest overall tariff

By switching to **OVO Better Energy** and paying by Direct Debit, you could save **£40.55** a year. T&Cs and eligibility criteria apply, and it's a dual fuel only tariff. Find out more at [ovoenergy.com](https://ovoenergy.com) or call 0330 102 7420.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options.

\*You could also get this saving without having to pay by Direct Debit with OVO's Simpler Energy tariff. You would need to switch supplier to OVO Energy (conditions apply). Find out more at [ovoenergy.com](https://ovoenergy.com) or call 0330 102 7420.

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.

## About your gas 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>	Cash / cheque	<b>Exit fee (if you end your contract early)</b>	No exit fee applies
<b>Unit rate</b>	3.29p per kWh	<b>Discounts and additional charges</b>	Not applicable
<b>Standing charge</b>	30.65p per day	<b>Additional products or services included</b>	Not Applicable

## Estimated cost for you on this tariff

This is based on how much gas you use and is an estimate of your gas costs for the year ahead. It includes any discounts and VAT at 5%.

**Your estimated annual usage** 5,507.24kWh

**Your personal projection** £292.83

Your prices may go up or down in the future.

Here's your statement explained for the period 02 July 2020 to 15 October 2020, it replaces our charges of £51.49 including VAT of £2.45

## Your payments

Payment Received 28 Aug 2020 £24.99 credit

Payment Received 28 Sep 2020 £16.77 credit

Payment Received 31 Oct 2020 £16.91 credit

**Your total payments, thank you**

**£58.67 credit**

### Pay by Direct Debit

Get peace of mind by spreading your payments over the year.

## Your charges

### The gas you've used - actual

	Reading last time	Reading this time	Total used
<b>Meter:</b> G4A50445980401			
Gas Unrestricted kWh	6979	7041	62 units
Converted to kilowatt hours (kWh)			693.87 kWh

### Your gas charges this period

Your tariff is Standard

02 Jul 2020 - 30 Sep 2020

Standard energy 405.00 kWh at 3.64p £14.74

Standing charge 91 days at 30.46p £27.72

01 Oct 2020 - 15 Oct 2020

Standard energy 288.87 kWh at 3.13p £9.04

Standing charge 15 days at 29.19p £4.38

VAT 5.00% £2.79

(on charges of £55.88)

**Total gas charges this period**

**£58.67**

### 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.

### Converting to kWh

This is how we convert gas units into kilowatt hours (kWh):

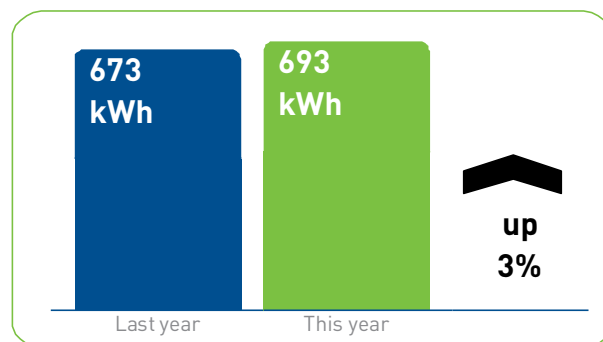
62.00 metric units used  
x 1.022640 volume correction  
= 63.40 corrected units  
x 39.4 calorific value  
÷ 3.6 to convert to kWh  
= 693.87 kWh

**Your meter point reference number** 9126542609

## Your gas usage

We've worked out you've used more gas 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 gas you use with our energy saving advice at [sse.co.uk/beinggreen](https://sse.co.uk/beinggreen) or call us on 0800 072 7201.



## How we've worked out your personal projection

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

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

## How we can help you pay less

Enter your postcode at [sse.co.uk](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 026 2658 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).

### Gas leak or strong smell of gas?

**Call 0800 111 999  
immediately  
(open 24 hours).**



For details of your gas transporter please call us.

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

## If things go wrong

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

1. Call us on 0345 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 still unhappy after you've spoken with us, contact our Head of Customer Service Team by calling 0345 071 9853 or email [headofcustomerserviceteam@sse.com](mailto:headofcustomerserviceteam@sse.com). You can also use our online complaint form at [sse.co.uk](https://sse.co.uk) or write to The Head of Customer Service, SSE, PO Box 7506, Perth PH1 3QR. You can find details of our Complaint Handling procedure at [sse.co.uk](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).

# Our commitments to you

We're committed to keeping our customers informed about the service you can expect from us and our commitments and standards.

## Treating our customers fairly

Our customers come first and treating you fairly is one of the most important things we can do. We work hard to keep raising our standards and make sure you're well looked after. We're committed to achieving Ofgem's Standards of Conduct. You can read more about the steps we're taking to treat you fairly by visiting [sse.co.uk/annual-tcf](https://sse.co.uk/annual-tcf)

## Our BSI Gold Standard for Inclusive Service Provision

We've been awarded the BSI Standard for Inclusive Service Provision which sets the 'Gold Standard' for how companies should adapt their services to meet all customer needs. We're one of the first energy suppliers to achieve the standard.

## Priority Services Register

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

## Paying for your energy

Everybody can have trouble paying 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)

## Complaint Handling Statement and Procedure

We're committed to offering the very best in customer service. If you're dissatisfied with the service you receive, you can find details of our complaint handling procedure at [sse.co.uk/annual-complaints](https://sse.co.uk/annual-complaints)

## Gas safety information

We want you to be able to use your gas appliances safely, without having to worry. The guidelines on our website will help and you can find out more information at [sse.co.uk/annual-gas-safety](https://sse.co.uk/annual-gas-safety)

Carbon monoxide is a poisonous gas that you can't see, taste or smell. Exposure to carbon monoxide can cause long-term damage or be fatal. Symptoms include headaches, drowsiness, dry throat, nausea and vomiting. If your gas appliance is faulty, or there isn't enough ventilation in the room, carbon monoxide may be produced. To stay safe, we recommend installing a carbon monoxide alarm that is marked with the British or European safety standards. Remember, this isn't a substitute for proper installation and maintenance of gas appliances by a Gas Safe registered engineer.

All gas appliances, fittings and related flues should be checked and serviced every 12 months for safety and efficiency. As part of our commitment to customer service, we provide our customers with a free annual gas safety check. You'll be eligible if you've not had a gas safety check in the last 12 months and you're on a means-tested benefit and:

- You live with others, at least one of whom is under five years old; or
- You are of pensionable age, disabled or chronically sick, and either:
  - Live alone; or
  - Live with others who are all of pensionable age, disabled or chronically sick, or under 18 years old.

Our gas safety checks will be carried out free of charge by a Gas Safe registered engineer and will include checks on the safety of gas appliances and other fittings. For a gas appliance, the check includes examining the effectiveness of any flue, the supply of combustion air, its operating pressure and/or heat input to make sure it is operating safely.

If you live in rented accommodation, your landlord will be required to arrange an annual gas safety check, for further details, visit [hse.gov.uk/pubns/indg285.pdf](https://hse.gov.uk/pubns/indg285.pdf)

If a gas appliance is condemned as unsafe following a safety check or service, the engineer should explain why and let you know where to get advice about replacing it. If you have any questions or need more information, please get in touch with us.

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

SSE Fuel Mix Disclosure

It's important you know how the electricity you use in your home is generated and the environmental impact. Several different fuels combine to make up our fuel mix. We publish this information annually and call this our Fuel Mix Disclosure.

This table confirms the source of the total electricity supplied by OVO Electricity Limited, trading as SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC and SSE Atlantic from 1 April 2019 to 31 March 2020.

SSE Generation Mix (relates to electricity supplied in the period April 2019 to March 2020)		
Electricity supplied has been sourced from the following fuels	Electricity supplied by SSE % of total	Average for UK (for comparison) % of total
Coal	0.00%	3.9%
Natural Gas	48.1%	39.4%
Nuclear	0.00%	16.6%
Renewable	51.9%	37.9%
Other	0.00%	2.2%
Total	100%	100%
Environmental impact	Electricity supplied by SSE	Average for UK
High-level radioactive waste g/kWh	0.0000	0.0012
Carbon Dioxide emissions g/kWh	178	198

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited registered in England and Wales number 06858121 (supply of electricity) and OVO (S) Gas Limited registered in England and Wales number 02716495 (supply of gas). The registered office of OVO Electricity Limited and OVO (S) Gas Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED.

# Know your rights in a changing energy market

### 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. We're the official source of free and independent energy advice and support.

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

Or contact the Citizens Advice consumer service:

0808 223 1133  
Mon to Fri, 9am-5pm  
Calls are free

Textphone:  
18001 followed  
by 0808 223 1133

Write to us at:  
Citizens Advice  
consumer service  
Second Floor  
Fairfax House  
Merrion Street  
Leeds LS2 8JU

### Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

### Simple Energy Advice

(England and Wales)

[simpleenergyadvice.org.uk](https://simpleenergyadvice.org.uk)

0800 444 202  
Lines open:  
Mon to Fri, 8am-8pm  
Sat to Sun, 9am-5pm  
Calls are free

### Nest (Wales only)

[nest.gov.wales](https://nest.gov.wales)

0808 808 2244  
Lines open:  
Mon to Fri, 9am-6pm  
Calls are free

### Home Energy Scotland

(Scotland only)

[homeenergyscotland.org](https://homeenergyscotland.org)

0808 808 2282  
Lines open:  
Mon to Fri, 8am-8pm  
Sat, 9am-5pm  
Calls are free

### Take control and get a better energy deal

Want to save money by switching tariff or supplier?



Check out our price comparison tool [energycompare.citizensadvice.org.uk](https://energycompare.citizensadvice.org.uk)



Produced by Citizens Advice and Citizens Advice Scotland and sent to you by your energy supplier. March 2020.