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Headington
Oxford
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sse.co.uk



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

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Here's your amended electricity 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	£129.37 credit

Balance after your payments **£129.37 credit**

This statement

Electricity charges	£129.37
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Total charges this statement **£129.37**

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.



Manage your account online

You can change tariff, see previous bills, make payments and more at sse.co.uk/my-account

Your electricity account number:

27591 37312

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

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

	3	1	1	1	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.

Could you pay less?

Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£480.18**, 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 **£35.43** a year.*

Our cheapest overall tariff

By switching to **OVO Better Energy** and paying by Direct Debit, you could save **£72.12** a year. T&Cs and eligibility criteria apply, find out more at 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 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 electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard	Tariff ends on	No end date
Tariff type	Evergreen (A tariff with no end date or exit fee)	Price guaranteed until	Not Applicable
Payment Method	Cash / cheque	Exit fee (if you end your contract early)	No exit fee applies
Unit rate	17.81p per kWh	Discounts and additional charges	Not applicable
Standing charge	27.50p per day	Additional products or services included	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 2,133.00kWh

Your personal projection £480.18

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 £113.61 including VAT of £5.41

Your payments

Payment Received 28 Aug 2020 £48.95 credit

Payment Received 28 Sep 2020 £41.52 credit

Payment Received 31 Oct 2020 £38.90 credit

Your total payments, thank you

£129.37 credit

Pay by Direct Debit

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

Your charges

The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: D04C32035			
Unrestricted units	30562	31111	549 kWh

kWh

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

Your electricity charges this period

Your tariff is Standard

02 Jul 2020 - 30 Sep 2020

Standard energy 390 kWh at 17.56p £68.48

Standing charge 91 days at 26.19p £23.83

01 Oct 2020 - 15 Oct 2020

Standard energy 159 kWh at 16.96p £26.97

Standing charge 15 days at 26.19p £3.93

VAT 5.00% £6.16

(on charges of £123.21)

Total electricity charges this period

£129.37

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.

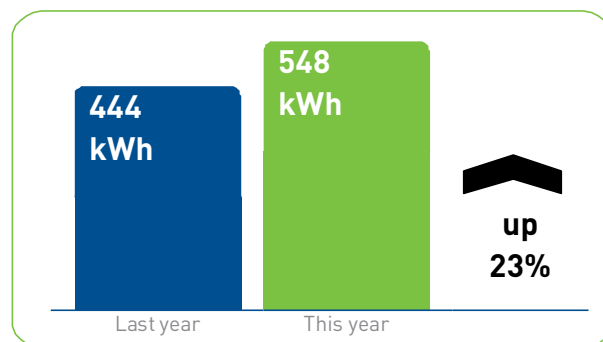
Your supply number

S 01 801 100
20 0005 2767 607

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 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 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

You might want to consider one of our lifestyle meters, depending on when you use electricity.

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 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

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

Do you need more help?

Contacting us

You can view and manage your account online at 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, 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.

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.

Power cut or electricity emergency?

Call 0800 072 7282 immediately (open 24 hours).

or



If you need to contact your **local network operator**, call 0800 048 3516 or write to Southern Electric Power Distribution PLC, 1 Forbury Place, 43 Forbury Rd, Reading RG1 3JH.

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. You can also use our online complaint form at 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.
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, visit 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 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.