



Ms. Karen Williams 4 Bluntisham Road Needingworth PE27 4TA

Emergencies

Loss of supply? Call 105

or 0800 783 8838

Smell gas? Call 0800 111 999

(1)

Other enquiries

Call our customer service on 01926 320 700

Account Number 1504542
Statement number 29133861
Statement date 08 Nov 2016

VAT registration number GB 867 2447 91
Supply address 4 Bluntisham Roa

4 Bluntisham Road Needingworth ST. IVES PE274TA

Hello Ms. Williams

## Your Electricity and Gas Statement

Previous balance	£247.61 CR
Payments received	£70.00
Previous balance	£317.61 CR

Total charges this bill	£40.58
Electricity	£17.45
<b>6</b> Gas	£23.13

You pay by fixed Direct Debit so don't worry, you don't need to do anything. This balance will be carried forward to your next statement.

Your monthly payment of £59 will be collected as usual by Direct Debit on or soon after 12 November 2016.

For more information on fixed Direct Debit, please visit www.first-utility.com/ how-fixed-direct-debit-works

ACCOUNT BALANCE £277.03 CR

## Could you pay less?

Your Personal Projection is £721 per year. This is your estimated energy spend for your current tariff assuming you use the same amount of energy as you did last year. It includes any discounts and charges like VAT.

Our cheapest tariff for you

First Fixed November 2017 v14 Online Direct Debit ebill - over the next 12 months you could save £68.35\*

Tariffs may be withdrawn at any time. Switching tariffs may involve moving to different terms and conditions. Visit our website for details. Remember - it might be worth thinking about switching your tariff or supplier. For more information on your tariff and switching, see overleaf.

\*You will be charged £30 per fuel if you cancel more than 49 days before your current tariff ends.

To access your energy account details quickly, simply scan this code using your smartphone or tablet. To find out more about QR codes visit www.first-utility.com/help/Bills\_and\_Payments





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## About your tariff

Information about your current tariff\*. You can use it to compare to others we have available. \*if you have recently changed tariff your bill may be based on your previous tariff rates



Tariff name: iSave Fixed September 2017 Direct

Payment method: Debit ebill

Debit ebill

Direct Debit

Tariff end date: 30 September 2017

Exit fees\*: £30 per fuel

 $\ensuremath{^{\star}}$  if you cancel more than 49 days before the tariff end date

Annual usage 1,831 kWh

(may include estimates)

#### Your tariff rates

Unit rate per kWh: 11.314p

Standing charge: 21.59p per day

Prices inclusive of VAT



Tariff name: iSave Fixed September 2017 Direct

Payment method: Debit ebill
Direct Debit

Tariff end date: 30 September 2017

Exit fees\*: £30 per fuel

Annual usage 10,462 kWh

(may include estimates)

Unit rate per kWh: 3.276p

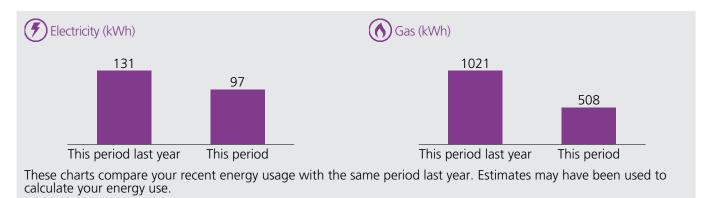
Standing charge: 21.59p per day

### About your TCR

Flectricity 13.86 per kWh Gas 3.91 per kWh

Your TCR for iSave Fixed September 2017 takes into account any discounts and additional costs and can be used to compare the price of energy across tariffs. It is based on the energy consumption of a typical consumer (3,100kWh/year for electricity and 12,500kWh/year for gas), and should be used as a guide only. Actual prices will vary according to your usage. Visit our website www.first-utility.com or call 01926 320 700 for more information.

# About your usage



**Any questions?** Visit www.first-utility.com, email customer.service@first-utility.com, or call our customer service team on 01926 320 700.





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# Your payments

TOTAL		£70.00
Date	Payment Type	Amount
12 October 2016	Direct Debit - Payment	£70.00



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# Electricity statement

Your total new electricity	£17.45		
Standing Charge Single Rate - Elec Usage charge single rate - electricity	£6.17 £10.45		
Total supply charges			£16.62
Plus VAT at 5%	£0.83		

If you stop paying by Direct Debit your electricity Standing Charge will go up by £12 (including VAT) per year.

Electricity readings for meter K73E000417

Opening read date		Opening read	Closing read date		Closing read	kWh	rate (£)	price
05/10/16	C	31136.000	04/11/16	C	31233.000	97.000	0.10775	£10.45
Usage charge								£10.45

Electricity supply number

S	(	01	801 0		
	10	1243	3967	679	

Loss of supply? Call 105 or 0800 783 8838

Read types: C = Customer

E = Estimate

D = DeemedR = Routine

S = Smart

I = Initial

F = Final



Statement date 08 Nov 2016

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# (A) Gas statement

Your total new gas charges £23.13 Standing Charge - Gas 30 days x 20.56p per day £6.17 Usage charge - gas £15.86 Total supply charges £22.03 Plus VAT at 5% £1.10

If you stop paying by Direct Debit your gas Standing Charge will go up by £12 (including VAT) per year.

Gas Readings for Meter 4360662

Gas Meter Type - Imperial Units are measured in 100's of cubic feet (ft³). To convert to m³ multiply by 2.83.

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	Units	m3
05/10/16	C	10514.0	04/11/16	С	10530.0	16.0	45.3
Total m2							1E 2 m2

How we calculate your gas charges m3 to kWh conversion

	Date	m3	Correction factor	Calorific value		kWh	Rate (£)		Price	
	04/11/16	45.3	x 1.02264	x 39.5	÷ 3.6 =	508.295	x 0.03120	=	£15.86	
Total usage charges								=	£15.86	

A correction factor of 1.02264 is applied to account for fluctuations in temperature and pressure of gas in the UK.

The Calorific value is the amount of energy released when gas is burnt. The quality of gas varies slightly every day so the average Calorific value for the statement period is used when calculating the number of kilowatt-hours used

Gas supply number 3087940001

Smell gas? Call 0800 111 999

Read types:

C = Customer

E = EstimateD = Deemed

R = Routine

S = Smart

I = Initial

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Gas Safe Register

Gas Safe Register replaced the CORGI gas register in Great Britain and Isle of Man. Always use a Gas Safe registered engineer to install, repair and service your gas appliances. Always ask to see their ID card. Be gas safe. For more information and to find and check an engineer go to www.GasSafe Register.co.uk or call 0800 408 5500.



# **First Utility**

#### About your bill

Your bill has been designed using feedback from industry bodies including Ofgem, Citizens Advice Consumer Services and Which?, with the aim of making it clear and easy to understand. We continue to develop our energy bills in line with customer and industry feedback.

If you have a Smart Meter or if you submit a meter read every month then we will send you a bill based on your actual energy usage. If you don't have a Smart Meter or if you are unable to submit a meter read every month then your bill will be estimated.

For more information on how we estimate bills please visit the Help and Advice section of our website www.first-utility.com

#### Our commitment to you

At First Utility we are committed to providing you with a valuable and reliable service. Our codes of practice set out our full commitment to you, including advice on energy efficiency and a comprehensive complaints handling process to solve any problems. Please visit our Help & Advice section of our website www.first-utility.com

#### If you need to make a complaint

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 (or Citizens Advice Scotland on 0808 800 9060).

If you do need to make a complaint, you should contact our Customer Services Team in the first instance on 01926 320 700. They will do their best to resolve your complaint, but if you feel your complaint has not been handled to your satisfaction, you may then speak to our Customer Case Specialist Team.

If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Ombudsman Services: Energy on 0330 440 1624 or at www.ombudsman-services.org/energy. They are free and independent, and we are bound by their decision.

#### Additional Support - our Priority Services Register

If you are of pensionable age, suffer from long term ill-health, or if you have a visual or hearing impairment, we will provide you, free of charge, with information on free services that may be available to you. These are tailored to the needs of our vulnerable customers. Our obligations are set out in our statement "How do I register for priority services?" and in our policy "Helping Vulnerable Customers". Both are available on our website. Call us on 01926 320 700 or Typetalk on 18001 01926 320 700 to find out more or to register for any of these services.

#### Paving Your Bill

The easiest way to pay your bill is by Direct Debit. We tell you in advance when each payment will be made, so you remain in control. Payments made by a method other than Direct Debit may incur a charge of up to £24 per year.

#### To set up a Direct Debit payment

To set up a Direct Debit simply fill out the form below and return it to us at the address shown. Alternatively, call us on 01926 320 700.

#### Online payment by Credit/Debit card

If you have an outstanding balance on your account you can make a secure payment online using a credit or debit card. Simply log on to your account by visiting www.first-utility.com and clicking on 'My Account'.

#### Paying at a bank

Cash payments can be made over the counter at any Natwest branch. Simply fill out the Giro slip if provided. Please include your customer account number as a payment reference.

#### Paying by cheque

If you want to make a payment by cheque please allow at least 2 working days before the due date for us to receive your payment. Cheques should be made payable to "First Utility Ltd" and sent to First Utility, PO Box 4360, Warwick, CV34 6DB. Please ensure you write your account number on the reverse of the cheque and remember to attach a stamp.

#### Our fuel mix

To see how we generate your electricity supply, and its environmental impact, visit our website at www.first-utility.com under "About us" or search "our fuel mix"

#### Moving home?

Don't forget to let us know!

We need the date of your move, your final meter reads and your forwarding address. Call us on 01926 320 700

#### Understanding your bill

Climate Change Levy (CCL) If you are a business customer CCL is a tax on energy. Its aim is to encourage users to improve energy efficiency and reduce carbon emissions.

Correction Factor The change in pressure of the gas from sea level to the gas supplier requires a correction factor to be applied. Calorific Value Gas is charged on the amount of energy (heat) that it releases. The calorific value is applied to convert the units of gas you have used in volume to the actual amount of energy used.

#### Help and Advice

Visit our website where we have answers to an extensive list of frequently asked questions. www.first-utility.com

#### Need assistance?

If you have a query about your energy bill or need help understanding it then talk to our customer service team.

Customer service: 01926 320 700 customer.service@first-utility.com

Business support: 0800 0115 090 business.support@first-utility.com

We offer a range of services to assist you if you are having difficulty paying your bill. Our obligations are set out in our statement "I'm struggling to pay my bill — what should I do?" and in our policy "Paying your bill — help for domestic customers". Both are available on our website. Contact our Credit Control team on 01926 320 778 or email them on credit.control@first-utility.com

First Utility Limited, PO Box 4360, Warwick, CV34 9DB Registered in England and Wales: Registered Number 05070887 Registered Office: Point 3, Opus 40 Business Park, Haywood Road, Warwick, CV34 5AH

#### Instruction to your Bank or First Utility DIRECT Debit Building Society to pay by Direct Debit Please fill in the form and send to First Utility : PO Box 4360 : Warwick : CV34 9DB Name and full postal address of your Bank or Building Society Originator's To: The Manager Bank/Building Society 9 6 8 5 8 8 Reference (please insert your First Utility account number) Instruction for your Bank or Building Society Please pay First Utility Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with First Utility and, if so, details will be passed electronically to my Bank/Building Society. Postcode Name(s) of Account Holder(s) Signature(s) Branch Sort Code Bank/Building Society acco Bank and Building Societies may not accept Direct Debit Instructions for some types of account



#### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit
  First Utility will notify you three working days in advance of your account being
  debited or as otherwise agreed. If you request First Utility to collect a payment,
  confirmation of the amount and date will be given to you at the time of the
  request.
- If an error is made in the payment of your Direct Debit or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
   If you receive a refund you are not entitled to, you must pay it back when First Utility asks you to.
- You can cancel a Direct Debit at any time simply by contacting your bank or building society. Written confirmation may be required. Please also notify us.