



sse
Southern Electric

1 of 4

M 002711 SEV1205A SE01BILLJNBB93 39800 1461691011

Mr P Nicholls, Mrs Nicholls
St Ediths
Lower Stanton St Qntin
Chippenham Wiltshire
SN14 6AB



southern-electric.co.uk



Mon-Fri 8am-10pm Sat 9am-6pm

0345 744 4555

0345 704 5038

Pay by debit or credit card using Cardline,
our automated payment service.



Here's your electricity bill

For the period: 12 July 2017 to 12 October 2017

Dated: 16 October 2017

Your previous bill

You owed us	£221.46
Your payments, thank you	£221.46 credit

Balance after your payments £0.00

This bill

Electricity charges	£365.33
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Total charges this bill £365.33

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

Please pay now

£365.33

We know that sometimes it's hard to pay bills. If you're finding it difficult to pay, please call us.

Your electricity account number:

16677 74413

Your actual reading

2	1	8	9	0
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We've based your bill on the above
actual meter reading.

Ways to pay

Why not spread the cost of your bills by direct debit, or pay your bills quickly and securely online by visiting www.sse.co.uk/login

For details of these and other ways to pay, visit www.sse.co.uk/ways-to-pay or see the back page.

Entered onto Sage? _____

PAID- date&method _____

Marked on Sage as Paid _____

Could you pay less?

Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be **£2,604.59**.

Our cheapest similar tariff

Good news - you're already on our cheapest Fixed tariff. We'll let you know at least once a year if this changes. However paying by Direct Debit, you could save £40.00 a year.

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. However, paying by Direct Debit and choosing paperless billing, you could save £46.00 a year.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first.

Remember - it might be worth thinking about switching your tariff or supplier.

See page 2 for more information about your tariff and the last page for how we can help you pay less.

1461691011

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Here's your bill explained for the period 12 July 2017 to 12 October 2017

Scan for information



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

Your payments

Payment Received 27 Jul 2017 £221.46 credit

Your total payments, thank you

£221.46 credit

Pay by Direct Debit and go paperless

Save £46 a year off your standing charge.

Your charges

The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: D07C51732			
Standard energy	19134	21890	2756 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 SSE 1 Year Fixed v9

Standard energy	2756 kWh	at 11.48p	£316.39
Standing charge	93 days	at 33.93p	£31.55
VAT 5.00%			£17.39
(on charges of £347.94)			
Total electricity charges this period			£365.33

About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	SSE 1 Year Fixed v9
Payment method	Cash / cheque
Tariff ends on	18 January 2018
Exit fee	£30.00
(if you end your contract early)	
Your estimated annual usage	16,336.39kWh

Your supply number

S 01 801 100
20 0000 5974 445

How we can help you pay less



Enter your postcode at www.southern-electric.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 744 4555 and we'll help you find the best tariff for you.

We're open Mon-Fri 8am-10pm Sat 8am-6pm

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

Your electricity usage

Find out how to save energy and money by completing our five step survey at:
www.southern-electric.co.uk/BeingGreen/EnergyEfficiency or call us on 0345 744 4555.

The costs that make up energy bills

- Buying the energy our customers use 50%
- Delivering the energy to your home 25%
- Government environmental and social schemes 9%
- Looking after you which includes billing, customer service and IT systems 6%
- VAT 5%

Our supply business profit 5%

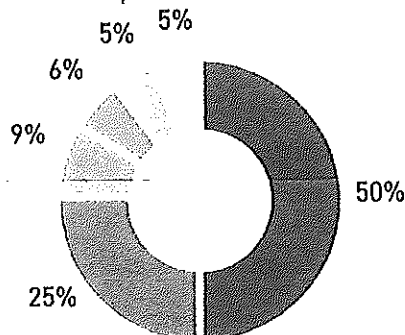


Illustration based on information from SSE's Consolidated Segmental Statements published from 2010-2014 which are available on our website. Average costs per energy bill weighted to reflect our customer base (59% electricity, 41% gas). Costs will vary depending on fuel(s), region and tariff.



Trans cash

Bank Giro Credit

Reference	Credit Account Number	Amount due
138 208 32	16677744131	£ 365.33
Mr P Nicholls, Mrs Nicholls		

Cashier's stamp and initials

Signature

Date

NatWest

Scottish & Southern Energy
Collection Account

Cash

Cheque

£



6332 4590 1667 7744 1364

57-17-57

Please do not write or mark below this line and do not fold this payment slip

Do you need more help?

We like to talk with our customers, but if you prefer, you can email customerservice@sse.co.uk or write to us at Customer Service, Southern Electric, PO Box 29977, Glasgow G67 9DW.

Our **Priority Service Register** is a free service to help those most in need. You can also get statements and bills in a number of ways including large print, braille or as audio files. Just call us on 0800 622 838 to find out more.

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

1. Call us on 0345 744 4555 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, Southern Electric, PO Box 7506, Perth PH1 3QR.

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, textphone on 0330 440 1600, email os-enquiries@os-energy.org or go online at www.ombudsman-services.org/energy.

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.

Power cut or electricity emergency?

Call 0800 072 7282 immediately (open 24 hours).

or

**POWER CUT?
CALL 105**



If you need to contact your **local network operator**, call 0800 048 3516 or write to Scottish and Southern Energy Power Distribution, South England, 55 Vastern Road, Reading RG1 8BU.

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Tax point date 16 October 2017.

Ways to pay



To make payments, set up a monthly direct debit or manage your account online, visit southern-electric.co.uk



To pay by Credit/Debit card call us on **0345 704 5038**. There's a charge of 0.39% for paying by credit card.



For telephone or internet banking use: sort code: **57 17 57** bank account number: **00000000**

Quote your account number as shown on the front of the bill.



You can pay without charge at any Post Office, Nat West Bank, a branch of your own bank or Paypoint. Paypoint and some Post Offices will only accept cash.



Make cheques payable to Southern Electric and write your account number on the back. Fill in the payment slip and send to: **Southern Electric Payment Centre**
PO Box 13, Havant, PO9 5JB