



**Shell**  
**ENERGY**Mr. Simon Pryce  
Flat 75 Raleigh Square  
Raleigh Street  
NOTTINGHAM  
NG7 4DN

Hello Mr. Pryce

## Your Electricity and Gas Bill

Previous balance	<b>£75.15</b>
Payments received	<b>£142.15</b>
Previous outstanding balance	<b>£67.00</b> CR

<b>Total charges this bill</b>	<b>£125.26</b>
 Electricity	<b>£57.16</b>
 Gas	<b>£68.10</b>

<b>TOTAL NOW DUE</b>	<b>£58.26</b>
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**Emergencies**Loss of supply? Call **105**Smell gas? Call **0800 111 999****Other enquiries**Call our customer service on **0330 094 5800**Rota Load Block  
Alpha Identifier

Account number 6296931  
 Bill number 119156710  
 Bill date 08 Feb 2023  
 Payment due 01 Mar 2023  
 Bill period 07 Jan 23 - 07 Feb 23  
 VAT registration number GB 867 2447 91  
 Supply address Flat 75 Raleigh Square  
 Raleigh Street  
 NOTTINGHAM  
 NG7 4DN

Your payment of **£58.26** will be collected by **Direct Debit** on or after **1 March 2023**.

If you believe you won't be able to make an upcoming payment and have been affected by COVID-19, please contact our dedicated team at [paymentadvice@shellenergy.co.uk](mailto:paymentadvice@shellenergy.co.uk).

**This bill is based on actual readings.**

## Could you pay less?

Your Personal Projection is **£526** per year for electricity and **£503** per year for gas. 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. Please note you are on a variable price tariff and prices may go up or down.

Congratulations! You are already on our cheapest tariff. We will let you know if this changes.

Tariffs may be withdrawn at any time.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.

To access your energy account details quickly, simply scan this code using your smartphone or tablet. To find out more about QR codes visit

[shellenergy.co.uk/help/bills\\_and\\_payments](https://shellenergy.co.uk/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



### Electricity

**Tariff name:** Energy Price Guarantee Direct Debit v2  
Direct Debit ebill

**Payment method:** Direct Debit

**Tariff end date:** n/a

**Exit fees\*:** n/a

\* if you cancel more than 49 days before the tariff end date

**Annual usage** 1,095 kWh

(may include estimates)

#### Your tariff rates

**Unit rate per kWh:** 32.807p

**Standing charge:** 45.76p per day

Prices inclusive of VAT



### Gas

**Tariff name:** Energy Price Guarantee Direct Debit v2  
Direct Debit ebill

**Payment method:** Direct Debit

**Tariff end date:** n/a

**Exit fees\*:** n/a

**Annual usage** 3,896 kWh

(may include estimates)

**Unit rate per kWh:** 10.236p

**Standing charge:** 28.48p per day

## About your usage

We do not yet have enough information to show you a summary of your energy use for this bill period compared to the same period last year.

**Any questions?** Visit [shellenergy.co.uk](https://shellenergy.co.uk), email [customer.service@shellenergy.co.uk](mailto:customer.service@shellenergy.co.uk), or call our customer service team on **0330 094 5800**.

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## Your payments

TOTAL		£142.15
Date	Payment Type	Amount
27 January 2023	Direct Debit - Payment	£75.15
01 February 2023	Energy Bills Support Scheme - Applied - Payment	£67.00


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## ⚡ Electricity statement

<b>Your total new electricity charges</b>				<b>£57.16</b>
Standing Charge Electricity	31 days	x 43.58p per day		£13.51
Usage charge single rate - electricity				£40.93
<b>Total supply charges</b>				<b>£54.44</b>
<b>Plus VAT at 5%</b>				<b>£2.72</b>

**Electricity  
supply number**

S	01	801	1
11	0077	0349	553

**Loss of supply?**

 Call 105 or  
 0800 056 8090

Electricity readings for meter 20L3111335

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	kWh	rate (£)	price
07/01/23	S	4980.000	07/02/23	S	5111.000	131.000	0.31245	£40.93
<b>Usage charge</b>								<b>£40.93</b>

**Read types:**

 C = Customer  
 E = Estimate  
 D = Deemed  
 R = Routine  
 S = Smart  
 I = Initial  
 F = Final

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

## Having trouble understanding your bill?

[Click here for help](#)

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**Gas statement**

<b>Your total new gas charges</b>				<b>£68.10</b>
Standing Charge Gas	31 days	x 27.12p per day		£8.41
Usage charge - gas				£56.45
<b>Total supply charges</b>				<b>£64.86</b>
<b>Plus VAT at 5%</b>				<b>£3.24</b>

**Gas Readings for Meter E6S21614711961**

Gas Meter Type - Metric

Units are measured in cubic meters (m<sup>3</sup>).

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	Units	m3
07/01/23	S	1857.0	07/02/23	S	1909.0	52.0	52.0
<b>Total m3</b>						<b>52 m3</b>	

**How we calculate your gas charges****m3 to kWh conversion**

Date	m3	Correction factor	Calorific value	kWh	Rate (£)	Price
07/02/23	52.0	x 1.02264	x 39.2 ÷ 3.6 =	579.041	x 0.09749	= £56.45
<b>Total usage charges</b>						<b>= £56.45</b>

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 bill period is used when calculating the number of kilowatt-hours used.

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

**Having trouble understanding your bill?****Click here for help****Gas supply number**  
9095278110**Smell gas?**  
Call 0800 111 999

**Read types:**  
 C = Customer  
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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.GasSafeRegister.co.uk** or call **0800 408 5500**.





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## How we estimate

If you have a smart meter or if you submit a meter reading 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 submit a meter reading every month then your bill will be estimated.

For more information on how we estimate your bills please visit the Help and Advice section of our website [shellenenergy.co.uk](https://shellenenergy.co.uk)

## Gas calculation

We use the following example formula to calculate your gas charges:

Your units	2
Volume Correction Factor	x 1
Metric Units	2
Volume Correction *1	x 1.02264
Calorific Value *2	x 39.3
Convert to kWh	/ 3.6
kWh used	22

\* 1 The change in pressure of gas from sea level to your home

\* 2 The amount of energy released when gas is burned

## Paying your bill

The easiest way to pay is by Direct Debit, we will let you know if your payment needs to go up or down to make sure you always remain on track based on any changes in the amount of energy that you use. You can also make a payment online using your My Account login or by phone using a credit or debit card, to do this call us on **0330 094 5800**. We also accept payment via a bank transfer or cheque, make sure you use your Shell Energy Account number as the reference so we can quickly apply the payment to your account. To pay via bank transfer you'll need our bank details: **Bank Barclays Sort Code 20-00-00 Account Number 53764680 Payee Shell Energy Retail Limited**

Please send cheques to: Shell Energy Retail Limited, PO Box 6363, Coventry, CV3 9LR.

If you are struggling to pay there is support and information on our website or you can call us on **0330 094 5800** and we can discuss your options.

## 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: **0330 094 5800**  
[customer.service@shellenenergy.co.uk](mailto:customer.service@shellenenergy.co.uk)

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 **0330 094 5800**

## Additional Services and our Priority Services Register

If your circumstances mean that you need extra support from us (for example, you may be of pensionable age, disabled, suffer from ill-health, or have young children) we have a range of additional free services which may help.

You can also ask to be added to our Priority Services Register (PSR). For further information, take a look at our website. You can register online, download the application form, or call us on **0330 094 5800** to find out more.

## Complaints

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: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call their consumer service on **0808 223 1133**. Calls are free.

Our complaints handling procedure is available to view and download on our website, [shellenenergy.co.uk](https://shellenenergy.co.uk), where you can also find details of how to make a complaint. If you need to obtain a copy of our complaints handling procedure, free of charge, you can contact our Customer First Team on **0330 094 5800**.

You can now also use Resolver, an independent complaints service. Visit [resolver.co.uk/companies/shell-energy-complaints](https://resolver.co.uk/companies/shell-energy-complaints) to raise your complaint via their simple online process, and we'll work with them towards a swift resolution for you.

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 [ombudsman-services.org/sectors/energy](https://ombudsman-services.org/sectors/energy). They are free and independent, and we are bound by their decision.

## Our fuel mix

To see how we generate your electricity supply, and its environmental impact, visit [shellenenergy.co.uk/info/energy/fuel-mix](https://shellenenergy.co.uk/info/energy/fuel-mix).

## Moving home?

Don't forget to let us know! We need the date of your move, your final meter readings and your forwarding address. Call us on **0330 094 5800**

Alternatively, use our web service at the below address:  
[shellenenergy.co.uk/moving](https://shellenenergy.co.uk/moving)