



sse.co.uk



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

Mr F Pauly
4/3
33 Dalintober Street
Glasgow
G5 8JZ

Your gas
account number:

74927 60519

Here's your gas statement

For the period: 17 December 2021 to 16 March 2022

Dated: 31 March 2022

Your previous statement

You owed us £57.23
Your payments, thank you £111.00 credit

Balance after your payments £53.77 credit

This statement

Gas charges £110.38

Total charges this statement £110.38

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

The balance you owe us is £56.61

Your energy usage goes up and down throughout the year and your payment plan spreads this cost. But if you want to make a one-off payment, our easy ways to pay are on the back page.

Take control, it's much easier online

We've got lots of ways to make your life easier, you can

- Update your Direct Debit payments
- Find a better tariff and switch in a few clicks
- Give us a meter reading
- See all your bills in one place
- Download the SSE App

To log in to your account, simply scan the QR code or visit sse.co.uk/online-payment-plan



Your actual reading

	1	6	5	5	2
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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 **£495.40**, including VAT and any discounts. For more information see overleaf.

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.

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.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options. If you drive an electric vehicle, our OVO Drive plan might be cheaper for you. You can call us on 0330 303 5063 or visit ovoenergy.com/electric-cars/ev-tariff to learn more about it. Eligibility criteria and T&Cs apply.

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.

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.

Tariff name	Fix and Protect v4	Tariff ends on	5 September 2022
Tariff type	Fixed (A tariff with an end date and may also have an exit fee)	Price guaranteed until	Not Applicable
Payment Method	Direct Debit	Exit fee (if you end your contract early)	No exit fee applies
Unit rate	3.84p per kWh	Discounts and additional charges	Not applicable
Standing charge	24.93p per day	Additional products or services included	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	5,669.50kWh
Your personal projection	£495.40

Here's your statement explained for the period 17 December 2021 to 16 March 2022

Your payments

Payment Received 28 Jan 2022	£37.00 credit
Payment Received 28 Feb 2022	£37.00 credit
Payment Received 28 Mar 2022	£37.00 credit

Your total payments, thank you **£111.00 credit**

Your charges

The gas you've used - actual

	Reading last time	Reading this time	Total used
Meter: E6E01844229908			
Gas Unrestricted kWh	16349	16552	203 units
Converted to kilowatt hours (kWh)			2,295.02 kWh

Your gas charges this period

Your tariff is Fix and Protect v4

Standard energy	2295.02 kWh	at 3.65p	£83.77
Standing charge	90 days	at 23.74p	£21.36
VAT 5.00%			£5.25
(on charges of £105.13)			

Total gas charges this period **£110.38**

As you have a fixed price tariff and pay by Direct Debit, you'll get a discount of £40 a year, when compared to another way of paying. The discount is applied to your standing charge on a pence per day basis, until your tariff ends.

Key contractual terms

Ending this contract

If you end your contract at any time after your start date and more than 49 days before the end date, an exit fee may apply.

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):

203.00 metric units used
 x 1.022640 volume correction
 = 207.59 corrected units
 x 39.8 calorific value
 ÷ 3.6 to convert to kWh
 = 2,295.02 kWh

Your meter point reference

number 8877442806



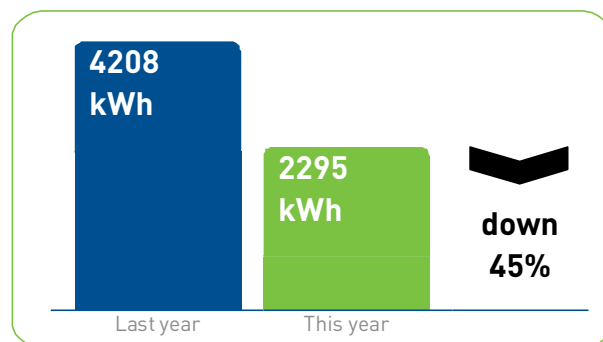
Rated **Excellent** on Trustpilot



Your gas usage

We've worked out you've used less 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 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. To do this we divide the year into four billing quarters and apply the relevant prices for each quarter. If your current fixed price tariff ends within the next twelve months, we use our standard variable prices to calculate the annual cost for the remaining quarters. If you've chosen another fixed price tariff, these prices will be used instead of standard variable prices. We've included all applicable discounts and VAT at 5%.

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

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.

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. Remember we're part of the OVO family, so please don't contact SSE PLC which is a separate company, please get in touch with us at SSE Energy Services if you need help:

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 unhappy with the progress we're making in resolving your complaint, you can call us on 0345 070 7373 and ask for an escalated review of your complaint. 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.