



MyBulb member ID: [zoeblaauw1@gmail.com](mailto:zoeblaauw1@gmail.com)

Statement number: 44229642

Statement date: 15 May 2020

Miss Zoe Blaauw  
Beagles Den  
Dog Kennel Green  
Ranmore Common  
Dorking  
Surrey RH5 6SS

## Your electricity statement

For the period 14 April 2020 to 13 May 2020

|                         |                          |
|-------------------------|--------------------------|
| Last account balance    | £ 392.44 in debit        |
| Credit Note on 15/05/20 | £ 76.70                  |
| <b>Opening balance</b>  | <b>£ 315.74 in debit</b> |

### Cost of your energy this month

|                                 |                          |
|---------------------------------|--------------------------|
| Electricity                     | - £ 54.21                |
| <b>Subtotal</b>                 | <b>- £ 54.21</b>         |
| <b>Your new account balance</b> | <b>£ 369.95 in debit</b> |

#### Remember:

As you are making regular automated payments, this statement is for information only and does not require payment.

### Don't forget to send us your meter readings

So we can ensure your energy costs are as accurate as possible, don't forget to send us your meter readings monthly. You can submit your meter reading at anytime online at [account.bulb.co.uk](https://account.bulb.co.uk).

### Could you pay less?

Over the next 12 months, we have estimated your personal projection:

**Electricity personal projection: £ 929**

This projection includes your energy usage, standing charges and VAT.

### Our cheapest similar tariff:

**Electricity:** Good news - you're already on the cheapest similar tariff. We'll let you know if this changes.

### Our cheapest overall tariff:

**Electricity:** Good news - you're already on the cheapest overall tariff. We'll let you know if this changes.

### Impartial advice

Citizens Advice can provide independent info on energy switching. You can download the 'Know your rights in a changing energy market' guide on the Citizens Advice website or you can call them on 03454 04 05 06.

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

### Saving energy

One of the best ways to save money on your energy costs is to use your energy more efficiently. You can get handy tips on saving energy at [bulb.co.uk](https://bulb.co.uk) or you can contact the independent Energy Saving Advice Service on 0300 123 1234.

## Member support

### Get in touch

We are open Monday to Friday, 9am to 6pm.

|          |  |
|----------|--|
| Call     | 0300 30 30 635   |
| Web chat | <a href="http://www.bulb.co.uk/help">www.bulb.co.uk/help</a> |
| Email    | <a href="mailto:help@bulb.co.uk">help@bulb.co.uk</a>         |
| Facebook | <a href="https://facebook.com/bulb">facebook.com/bulb</a>    |
| Twitter  | <a href="https://twitter.com/bulbUK">@bulbUK</a>             |
| Write    | Member Enquiries at Bulb<br>155 Bishopsgate, London EC2M 3TQ |

### First port of call

If you have any questions about your energy statement, visit [www.bulb.co.uk/help](http://www.bulb.co.uk/help) to read our guides and get support.

### Please tell us if you are not happy

At Bulb, we strive to give you the best member experience possible. If we make a mistake or if you think we haven't done the right thing, please let us know so we can put things right.

If you aren't happy, we would love the opportunity to speak with you as soon as possible, so call us on [0300 30 30 635](tel:03003030635) and let us know you are not happy or email [complaints@bulb.co.uk](mailto:complaints@bulb.co.uk).

We will do everything we can to solve the problem within five business days.

### Impartial advice

The Citizens Advice consumer service provides free confidential impartial advice on consumer issues and may be able to assist you during a complaint process. Visit [citizensadvice.org.uk](http://citizensadvice.org.uk) or call their helpline on [03454 04 05 06](tel:03454040506).

If we still haven't met your expectations, the Energy Ombudsman can help.

If after 8 weeks your complaint is still not resolved or if we have issued you a deadlock letter (a letter which details what has happened and what we have suggested) you may get in touch with The Energy Ombudsman.

The Energy Ombudsman is a free, independent organisation that works to resolve issues between energy suppliers and members. Before going to the Ombudsman, you need to have given us an opportunity to resolve the issue first. Following this review, we are legally required to comply with their decision.

### Electricity supply faults

If you have problems with your electricity supply and you have already checked you haven't blown a fuse, call **105**

Your Electricity Distributor is UK Power Networks. Their phone number is 0845 601 4516.



### Compare your tariff & energy usage

See if you're on the right tariff and whether or not you can improve by scanning the code



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## Electricity use in detail

Limekiln Farm Cottage, Dog Kennel Green,  
Ranmore Common, Dorking, Surrey RH5 6SS  
MPAN Reference: 1900091173859  
Meter number: D14B215479

|    |      |      |     |
|----|------|------|-----|
| S  | 01   | 801  | 300 |
| 19 | 0009 | 1173 | 859 |

### Meter readings

14 April 2020 9388 Estimate

14 May 2020 9713 Customer Read

|                 |                       |         |
|-----------------|-----------------------|---------|
| Energy          | 325 kWh @ 14.11 p/kWh | £ 45.91 |
| Standing charge | 30 days @ 19.06 p/day | £ 5.72  |

Cost of electricity used £ 51.63

VAT @ 5% £ 2.58

**Total electricity costs for this bill £ 54.21**

### About your electricity tariff

|                         |                          |
|-------------------------|--------------------------|
| Tariff name:            | Vari-Fair                |
| Payment method:         | Monthly direct debit     |
| Unit rate:              | 14.11p/kWh               |
| Standing charge:        | 19.06p/day (£69.57/year) |
| Estimated annual usage: | 5780 kWh                 |
| Termination fee:        | None                     |

### How much electricity did you use?

For this period, your average usage was  
**11 kWh/day or £ 1.81/day**

### What is a kWh (kilowatt-hour)?

A kilowatt-hour is one kilowatt of power being used for one hour. It is the same as a 40-watt light bulb being left on for 25 hours. We also call it a 'unit' of energy.

### Our electricity sources

You can find out more about where your energy comes from at [bulb.co.uk/energy](https://bulb.co.uk/energy)

| Source      | Bulb | National average |
|-------------|------|------------------|
| Coal        | 0%   | 5%               |
| Natural gas | 0%   | 41%              |
| Nuclear     | 0%   | 19%              |
| Renewables  | 100% | 33%              |
| Other       | 0%   | 2%               |
| CO2 g/kWh   | 0    | 254              |