



Mrs Lisa Blackmore
19 The Lane
West Deeping
Peterborough
Cambridgeshire
PE6 9HS

Your Energy Statement

For the period 17 Apr 2018 - 16 Jul 2018

Account Number: GNE200043708

Balance At Your Last Bill	DR £156.38
Payment received - 18 May 2018 - thank you	CR £186.58
Payment received - 19 Jun 2018 - thank you	CR £186.58
Payment received - 18 Jul 2018 - thank you	CR £186.58
Balance Brought Forward	CR £403.36

New Charges Included In This Bill **DR £380.43**

New Account Balance **CR £22.93**

As you are making regular fixed direct debit payments,
this statement is for information only.

Could you pay less?

Personal Projection

£1,106 per year for your electricity

£1,621 per year for your gas

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual billing will vary depending on your usage and tariff selection.

Our Cheapest Similar Tariff

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

Gas: 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.

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

Changing your tariff may involve changing to materially different terms and conditions. The tariffs shown may be subject to eligibility criteria, limited availability and may only be available for a limited period of time.

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

More information about your current tariff can be found overleaf.

Your Charges In Detail



Electricity

Supply number

S	02	830	003
11	0005	0465	169

Supply Address: 19 The Lane, West Deeping, Peterborough, Cambridgeshire, PE6 9HS

GNE Family 18 Month Fixed V2 (16 Apr 2018 - 16 Jul 2018)

Energy Charges for Meter F00FX81581

16 Apr 2018	23514.0 Read	
21 Apr 2018	23542.0 Read	
17 Jul 2018	23895.7 Estimate	
Energy Used (02)	381.7 kWh @ 11.36 p/kWh	£43.36
16 Apr 2018	7462.0 Read	
21 Apr 2018	7570.0 Read	
17 Jul 2018	8980.9 Estimate	
Energy Used (01)	1518.9 kWh @ 11.36 p/kWh	£172.55
Standing Charge (92 days @ 26.83 p/day)		£24.68
Dual Fuel Discount (92 days @ £25.00/year)		CR £6.30

Total Electricity Charges **£234.29**


Gas

Meter Point Reference: 7414951705

Supply Address: 19 The Lane, West Deeping, Peterborough, Cambridgeshire, PE6 9HS

GNE Family 18 Month Fixed V2 (16 Apr 2018 - 16 Jul 2018)

Energy Charges for Meter 609525

16 Apr 2018	77494 Read	
21 Apr 2018	77519 Read	
17 Jul 2018	77886 Estimate	
Consumption	392 m³	
Energy Used*	4387.7 kWh @ 2.51 p/kWh	£110.13
Standing Charge (92 days @ 26.30 p/day)		£24.20
Dual Fuel Discount (92 days @ £25.00/year)		CR £6.30

Total Gas Charges **£128.03**
Subtotal of charges before VAT **£362.32**

VAT @ 5% on £362.32 **£18.11**

Total Charges for this bill **£380.43**

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name GNE Family 18 Month Fixed V2
Product Type Fixed Rate
Payment Method Monthly Direct Debit
Unit Rate 11.36p/kWh
Standing Charge . 26.83p/day (£97.93/year)
Dual Fuel Discount . . . £25.00/year per fuel
Tariff End Date 16 Jan 2019
Price Guaranteed Until 16 Jan 2019
Early Exit Fee . . . £31.00 per fuel (inc VAT)
Estimated Annual Usage 7416kWh

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About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name GNE Family 18 Month Fixed V2
Product Type Fixed Rate
Payment Method Monthly Direct Debit
Unit Rate 2.51p/kWh
Standing Charge . 26.30p/day (£96.00/year)
Dual Fuel Discount . . . £25.00/year per fuel
Tariff End Date 16 Jan 2019
Price Guaranteed Until 16 Jan 2019
Early Exit Fee . . . £31.00 per fuel (inc VAT)
Estimated Annual Usage 47199kWh

*Your energy usage is calculated from your gas consumption using a standard industry formula:

Units (Cubic Metres)

x Volume Correction (for temperature & pressure)

x Calorific Value (energy in each m³ of gas)

÷ 3.6 (convert from joules)

= Usage (in kWh)

= For example:

100 x 1.02264 x 39.4 ÷ 3.6 = 1119.2

Emergency Numbers

Smell Gas? Call **0800 111 999** (24hrs)

If you have problems with your electricity supply, call **0800 6783 105**

Your Electricity Distributor is: Western Power Distribution (0800 096 3080)



Contacting Us

Our Help Centre at www.greennetworkenergy.co.uk contains lots of useful help, advice and answers to frequently asked questions. You'll also find links to our terms and conditions and many of our company policies.

You can send us any questions or comments through our contact us page or you can get in touch with our customer services by:

Phone: 0800 520 02 02 (Monday to Friday 08:00 – 18:30 and Saturday 09:00 – 13:00)

Email: care@greennetworkenergy.co.uk

Post: Green Network Energy, Po Box 73948, LONDON, EC4P 4HQ

Advice And Complaints

Green Network Energy is committed to excellent customer service and aim to get things right first time. Sometimes despite these efforts, things go wrong but it is our goal to fix things as smoothly and quickly as possible when they do.

If you have a complaint, we're really sorry you're not happy. Please get in touch as soon as possible so we can put things right.

First: Contact our complaints team to register your complaint, via our website, on 0800 520 02 02 or complaints@greennetworkenergy.co.uk.

Then: If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

Finally: If you're still not happy with our decision, you can ask for one of our operations team to carry out an independent review. If after 56 days (8 weeks) you are still unhappy with our resolution or the case has reached a Deadlock situation prior to this, you can contact the Ombudsman Service: Energy on 0330 0440 1624 or www.os-energy.org. This is a free and independent service whose decisions we must abide by.

For a more detailed description of the process and our commitments to resolving complaints, you can also read our complaints policy on our website.

Independent Advice: 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.

How Much Did You Use?

Your average electricity usage during this bill period was 21kWh/day.

Your average gas usage during this bill period was 48kWh/day.

Please visit our website for advice on how to save energy in your home.



You can scan this QR code with a compatible smartphone app to compare tariffs.