

www.goto.energy

9.00am–5.30pm Monday to Friday

0800 056 4843

S

Mr James Murray
38 Eastern Avenue
Oxford
Oxfordshire
OX4 4QS

Account number:

888044094

Bill reference:

00349098

Date:

16 Aug 2021

Your energy statement

For the period 13 Jul 2021 - 12 Aug 2021

Balance at your last bill	CR £329.36
Payment received - 02 Aug 2021 - thank you	CR £153.58
Balance brought forward	CR £482.94
New charges included in this bill	£88.14
New account balance	CR £394.80

As you are making regular Direct Debit payments, this statement is for information only.

Could you pay less?

Personal projection

£935 per year for your electricity**£772** 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 on the next page.

Your charges in detail

 Electricity		Supply number		S					
				01		801		100	
				20		0000		9808 139	
Supply address: 38 Eastern Avenue, Oxford, OX4 4QS									
Elec-In Control Green Feb 2022				(13 Jul 2021 - 12 Aug 2021)					
Energy charges for meter D16C86528									
13 Jul 2021		30747.8		Estimate					
13 Aug 2021		31108.9		Estimate					
Energy Used		361.1		kWh @ 15.3448 p/kWh				£55.41	
Standing Charge (31 days @ 23.2857 p/day)								£7.22	
Total electricity charges				£62.63					

 Gas		Meter point reference: 4001604800	
Supply address: 38 Eastern Avenue, Oxford, OX4 4QS			
Gas-In Control Green Feb 2022 V2		(13 Jul 2021 - 12 Aug 2021)	
Energy charges for meter G4K01033490001			
13 Jul 2021	42505	Estimate	
13 Aug 2021	42556	Estimate	
Consumption	51	m ³	
Energy Used*	569.4	kWh @ 2.4743 p/kWh	£14.09
Standing Charge (31 days @ 23.2857 p/day)			£7.22
Total gas charges			£21.31

Subtotal of charges before VAT	£83.94
VAT @ 5% on £83.94	£4.20
Total charges for this bill	£88.14

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Elec-In Control Green Feb 2022 V2
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	15.3448p/kWh
Standing Charge	23.2857p/day (£84.99/year)
Online Discount	£0.00/year per fuel
Tariff End Date	12 Mar 2022
Price Guaranteed Until	12 Mar 2022
Early Exit Fee	£40.00 per fuel (inc VAT)
Estimated Annual Usage	4,831kWh

Your annual consumption is based on estimates.

Gas

Tariff Name	Gas-In Control Green Feb 2022 V2
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	2.4743p/kWh
Standing Charge	23.2857p/day (£84.99/year)
Online Discount	£0.00/year per fuel
Tariff End Date	12 Mar 2022
Price Guaranteed Until	12 Mar 2022
Early Exit Fee	£40.00 per fuel (inc VAT)
Estimated Annual Usage	27,112kWh

Your annual consumption is based on estimates.

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

Units Consumed (Cubic Metres)
x Volume Correction (for temp. & pressure)
x Calorific Value (energy in each m³ of gas)
÷ 3.6 (convert from joules)
= Usage (in kWh)

For example:

51 x 1.02264 x 39.3 ÷ 3.6 = 569.4

Emergency Numbers

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

If you have problems with your electricity supply, call **0800 072 7282**

Your Electricity Distributor is:
 Southern Electric Power Distribution, call **0845 071 3953**

Contacting Us

Please visit our website for information and answers to frequently asked questions.

If you have any questions or comments, then please don't hesitate to get in touch.

- ▶ Call us: **0800 056 4843**. We're open 9.00am - 5.30pm, Monday to Friday
- ▶ Use our mobile app: download on the App Store or Google Play
- ▶ Online: **www.goto.energy**
- ▶ Email us: **customerservices@goto.energy**

Advice and complaints

If you feel that our service has not met your expectations, please get in touch so we can put things right:

First: Contact our complaints team. Tel: **0800 056 4843** or email: **complaints@goto.energy**

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

Finally: If you're still not happy with our decision, you can contact our Team Manager for an independent review, and you will receive a reply within 5 working days.

For free, impartial energy advice you can contact the Citizen's Advice Consumer Service (CACS) in England and Wales on **0808 223 1133** or **www.citizensadvice.org.uk/energy**, or Advice Direct Scotland in Scotland on **0808 196 8660** or **www.energyadvice.scot**. You can get in touch with them at anytime during the complaints process.

If you have followed the above steps but your complaint remains unresolved after 8 weeks, you can contact the Ombudsman Service: Energy on **0330 440 1624** or **www.ombudsman-services.org/sectors/energy**. This is a free and impartial service and they are totally independent, they don't take sides and their decisions are based only on the information they have.

How much did you use?

Your average gas usage during this bill period was **18kWh/day**.

Your average electricity usage during this bill period was **12kWh/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.