



MyBulb member ID: lisaje99@gmail.com

Statement number: 136820280

Statement date: 02 April 2022

Mrs Lisa Edwards
18 Lime Tree Way
Porthcawl
Mid Glamorgan CF36 5AU

Your energy statement

For the period 01 March 2022 to 31 March 2022

Last account balance	£ 11.56 in credit
Credit Note on 02/04/22	£ 144.79
Opening balance	£ 156.35 in credit

Cost of your energy this month

Electricity	- £ 63.54
Gas	- £ 79.62
Subtotal	- £ 143.16
Your new account balance	£ 13.19 in credit

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.

Could you pay less?

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

Electricity personal projection: £ 1300

Gas personal projection: £ 910

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

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 0808 223 1133.

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 or you can contact the independent organisation Simple Energy Advice on 0800 444 202.

Remember:

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

Member support

Get in touch

We are open Monday to Friday, 9am to 5pm.

Call	0300 30 30 635
Web chat	www.bulb.co.uk/help
Email	help@bulb.co.uk
Facebook	facebook.com/bulb
Twitter	@bulbUK
Write	Member Enquiries at Bulb 155 Bishopsgate, London EC2M 3TQ

Gas emergency

Smell gas or think there might be a gas leak?

Call 0800 111 999 (24hrs)

In the event you can smell gas, immediately turn off the gas at the meter control valve.

Also ensure you do not expose the gas to any heat or flames. That means no smoking or lighting matches! Where possible you should also open any doors and windows to allow the gas to ventilate.

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 Western Power Distribution. Their phone number is 0845 601 3341.

First port of call

If you have any questions about your energy statement, visit 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** and let us know you are not happy or email 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 or call their helpline on **0808 223 1133**.

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.



Compare your tariff & energy usage

Scan this code using an energy switching app to see if you could save by switching.



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Electricity use in detail

18, Lime Tree Way, Danygraig, Porthcawl,
Mid Glamorgan CF36 5AU
MPAN Reference: 2199996436112
Meter number: V02D07950

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Meter readings

1 March 2022	52694.1 Estimate	
22 March 2022	52850.0 Customer Read	
31 March 2022	52959.0 Customer Read	
Energy	264.9 kWh @ 20.1620 p/kWh	£ 53.41
Standing charge	30 days @ 23.6720 p/day	£ 7.10
Cost of electricity used		£ 60.51
VAT @ 5%		£ 3.03
Total electricity costs for this bill		£ 63.54

About your electricity tariff

Tariff name:	Pay Monthly Variable
Payment method:	Monthly direct debit
Unit rate:	26.94p/kWh
Standing charge:	45.86p/day (£167.38/year)
Estimated annual usage:	3976 kWh
Termination fee:	None

How much electricity did you use?

For this period, your average usage was
9 kWh/day or **£ 2.12/day**

Last year, in the same period, your average usage was
12 kWh/day

We updated your tariff name

Your new tariff name is above. We updated the name to make it clearer what type of tariff you're on. We think that's simpler, which is what we're all about at Bulb.

Our electricity sources

You can find out more about where your energy comes from at bulb.co.uk/fuelmix

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



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Gas use in detail

18, Lime Tree Way, Danygraig, Porthcawl,
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Meter Point Reference: 2720411504
Meter number: 003526159

Meter readings

1 March 2022	7855 Estimate
22 March 2022	7902 Customer Read
31 March 2022	7910 Customer Read

Meter units used: 55

Energy*	1720.0 kWh @ 3.9750 p/kWh	£ 68.37
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Standing charge	30 days @ 24.8690 p/day	£ 7.46
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Cost of gas used	£ 75.83
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VAT @ 5%	£ 3.79
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Total gas costs for this bill	£ 79.62
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About your gas tariff

Tariff name:	Pay Monthly Variable
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Payment method:	Monthly direct debit
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Unit rate:	7.09p/kWh
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Standing charge:	25.92p/day (£94.62/year)
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Estimated annual usage:	10888 kWh
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Termination fee:	None
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How much gas did you use?

For this period, your average usage was
57 kWh/day or **£ 2.65/day**

Last year, in the same period, your average usage was
52 kWh/day

We updated your tariff name

Your new tariff name is above. We updated the name to make it clearer what type of tariff you're on. We think that's simpler, which is what we're all about at Bulb.

*Explaining your gas usage

Not all gas is created equal. We convert gas units from your meter into kWh to make sure the energy output of your gas is priced consistently. We do this using the following formula:

Meter units used	55
Volume conversion factor	x 2.83
Metric units	= 155.65000000
Volume correction	x 1.02264
Calorific value	x 38.9
Convert to kWh	÷ 3.6
Energy used	1720.0 kWh



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Matthew James Cowlshaw, Matthew David Smith and Daniel Francis Butters, each Insolvency Practitioners of Teneo Restructuring Ltd, were appointed Joint Energy Administrators of Bulb Energy Limited on 24 November 2021. The affairs, business and property of the Company are managed by the Joint Energy Administrators. The Joint Energy Administrators act as agents of the Company and contract without personal liability.

Bulb Energy Limited is a company registered in England and Wales (No 08469555). Our registered address is 156 Great Charles Street, Queensway, Birmingham, B3 3HN. Our trading address is 155 Bishopsgate, London, EC2M 3TQ. Bulb Energy Ltd is licensed to supply electricity and gas by Ofgem.