


The co-operative energy

Co-operative Energy
Co-operative House,
Warwick Technology Park
Warwick CV34 6DA

Sales: 0800 093 7511
Customer Service: 0800 954 0693
Email: info@cooperativeenergy.coop
www.cooperativeenergy.coop

Joanna Gobsmark
12 Woodbank Road
Leicester
LE2 3YQ

Account number: 9336033648
Statement number: 933602053578
Statement date: 26 May 2017

Final Bill for charge period from 16 December 2016 to 3 April 2017 	
Previous Balance	£ 83.73
Corrections From Previous Period	£ 508.69 CR
This Period's Charges	
Domestic Electricity and Gas	£ 434.18
Total Charges Before VAT	£ 413.50
VAT at 5%	£ 20.68
Total New Charges	£ 434.18
No Payments Received	£ 0.00
No Adjustments Received	£ 0.00
Your New Balance	£ 9.22

Your balance is due within the next 14 days.

Could you pay less?

Your personal projection: Electricity: £ 543.11 per year

Our Cheapest similar tariff: You are already on our cheapest similar tariff, we will inform you on your next bill if the situation changes

Our Cheapest overall tariff: You are already on our cheapest overall tariff, we will inform you on your next bill if the situation changes

Your personal projection: Gas: £ 693.50 per year

Our Cheapest similar tariff: Name: Green Pioneer You could save £ 0.00 .

Our Cheapest overall tariff: Name: Green Pioneer Prepayment You could save £ 132.55 .

This is based on your estimated consumption for your tariff and the current price including VAT.

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

Please note that further information about your tariff can be found in the following pages.

Please be aware that switching your tariff may involve changing to materially different Terms & Conditions.

In an emergency

Gas emergency

If you can smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape
- Check your gas appliances are switched off
- Call the 24 hour National Gas Emergency hotline on 0800 111 999
- Do not turn light switches on or off, use doorbells, mobile phones or any other electrical switches
- Do not smoke, light a match or use any kind of naked flame

If you are worried fumes containing carbon monoxide are escaping from a gas appliance, call the 24 hour National Emergency hotline on 0800 111 999.

Power cut

The Network Operator is responsible for looking after the cables we use to supply your electricity. To report a power cut or dangerous situation, please call the National Electricity Network number on **105**, to be connected to your local Distribution Network Operator. But, before you do phone them, it's worth checking a few things:

- Check if your neighbours are affected. If they are, it's more likely there is a problem with the Local Distribution Network and you will need to call the Electricity Network number on **105**.
- Check your trip switch to make sure you don't have a fault with your wiring or an appliance.

You can find out more information by visiting: www.cooperativeenergy.coop/customer-service/in-an-emergency/

Complaints

If we get things wrong and you wish to make a complaint, please contact us in the first instance. In the unlikely event that our handling of your complaint leaves you still feeling dissatisfied, or where we have been unable to resolve things within eight weeks, you have the right to contact the Energy Ombudsman as follows:

enquiries@energy-ombudsman.org.uk

www.ombudsman-services.org/energy.html

Tel: **0330 440 1624**

Energy Ombudsman, PO Box 966, Warrington WA4 9DF

The Energy Ombudsman provides a free, independent service and will investigate our handling of your complaint. Any decisions made by the Ombudsman will be binding on Co-operative Energy.

Consumer help and 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.

For wider advice and information on money worries, you might find these organisations helpful:

The Money Advice Service - 0800 138 7777

The National Debtline - 0808 808 4000

Consumer Credit Counselling Service (CCCS) - 0800 138 1111
Your local Citizens Advice Bureau

Ways to pay

Pay Online by Credit or Debit Card - Log on to your account at www.cooperativeenergy.coop. Follow the links to make a payment.

Automated 24hr Telephone Service - Payment can be made using a credit or debit card by calling 0800 0928277 or 01189 286213.

Please ensure you quote your Co-operative Energy account number for each transaction.

Internet Banking - Our bank details are: Barclays Bank. Account Number is 73303527 and Sort Code 20-53-22. Please ensure you quote your Co-operative Energy account number for each transaction.

PayPoint/Post Office - Using a PayPoint card you can make a payment at a Post Office or PayPoint outlet. You will need your PayPoint card with you when you make your payment. Please keep your receipt.

By Post - Cheques can be sent to Cooperative Energy Ltd, Warwick Technology Park, Gallows Hill, Warwick, CV34 6DA. Please write your name, address and account number on the reverse.

Set up a Direct Debit - To arrange payments by four weekly or monthly Direct Debit please call us on 0800 954 0693.

Electricity Used

12 Woodbank Road
Leicester
LE2 3YQ

S	01	801	001
	11	0001 3739	560

Meter point administration number 1100013739560

Your estimated annual consumption (kWh) 3,370.0

Charge Period from 16 December 2016 to 3 April 2017

Tariff Name **Green Pioneer**

Meter Readings

Serial Number	Start Date	Start Reading	End Date	End Reading	Units	Time of use	kWh
D12W516207							
	16/12/16	19429.0 (E)	03/04/17	20067.0 (E)	638.0	UNRESTRICTED	638.0

Source of meter reading

(C) Customer (M) Meter reader (E) Estimate

Your Breakdown of Charges from 16 December 2016 to 3 April 2017**Electric Charges**

Electricity Unit Charge 638 at £0.1289 per kWh £ 82.24

Total Cost of Electric used: £ 82.24

Other Charges

Electricity Standing Charge 108 at £0.227 per day for MPAN 1100013739560 £ 24.52

Total Cost of Other Charges: £ 24.52

Total Cost of Electric Supplied (excluding VAT)

£ 106.76

How we convert your gas usage into kWh

For each meter reading on your bill, we convert your gas usage, which is measured in units into kilowatt-hours (kWh) using the following formula:

Units	- see units above
x Volume conversion factor	- this is 1.00 for metric meters or 2.83 for imperial meters
x Calorific value	- see calorific value above
x Volume correction	- this is 1.02264
÷3.6	- to convert to kWh