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Mr Ingo Schuder
17
MIDDLE FURLONG
DIDCOT
OX11 7SJ

Contact us

Customer Services

From Landlines: **0800 953 4774**

From Mobiles: **0330 303 4774**

Mon – Fri 08:00 – 20:00, Sat 09:00 – 17:00

Online: www.extraenergy.com

Account: **00314762**

Invoice no: **1167127**

Invoice date: **04/02/2016**

This is not a VAT invoice

Your dual fuel statement for
06/11/2015 - 29/01/2016

Account activity

Balance carried forward from previous bill	£0.00 CR
Payments received since your previous bill	£90.00 CR
Credits since your previous bill	£0.00 CR
Debits since your previous bill	£0.00 DR
Balance before charges this period	£90.00 CR

Charges for this period

Gas	£52.73 DR
Electricity	£44.57 DR
Standing charges	£28.04 DR
Misc. credits/debits	£0.00 CR
Total excluding VAT	£125.34 DR
VAT	£6.27 DR
Total charges this period	£131.61 DR
Total outstanding balance	£41.61 DR

More information about your tariff is available on page two.

Could you pay less?

Your personal projection: £577 per year. This is based on your consumption and your price.

If you're on a fixed price tariff with less than 365 days remaining, we've estimated your personal projection based on the rest of the year spent on our variable tariff.

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

Our cheapest comparable tariff is Fresh Fixed Price Feb 2017 v4 - Direct Debit. You would save £86.56.

Our cheapest available tariff is Fresh Fixed Price Feb 2017 v4 - Direct Debit. You would save £86.56.

Please note:

You may not be able to switch your supplier if you have an outstanding debt on your account. Switching tariffs may involve changing to materially different terms & conditions and may be subject to eligibility criteria. Some products may incur an exit fee and variable tariffs may be subject to future price changes. Please visit our website at www.extraenergy.com for details.

Your new monthly
direct debit is

£49.00

Emergency contact numbers

Smell gas?

Call National Grid:
0800 111 999

Power cut?

Call your local electricity distributor:
Scottish and Southern Energy (Southern): 0800 072 7282



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About your tariff

This information can help you compare tariffs:

Electricity

Tariff name	Fresh Fixed Price Dec 2016 v3
Payment method	Direct Debit
Tariff end date	31/12/2016
Exit fee	£25.00
Your usage	1305 kWh
TCR	13.22p per kWh

Gas

Tariff name	Fresh Fixed Price Dec 2016 v3
Payment method	Direct Debit
Tariff end date	31/12/2016
Exit fee	£25.00
Your usage	9417 kWh
TCR	3.40p per kWh

About your Tariff Comparison Rate (TCR)

You can use your TCR only as a guide to compare the price of gas or electricity tariffs. The TCR is not an actual price and is based on a typical electricity consumption of 3,100 kWh per year (4,300 kWh per year for two-rate meters, on a 45/55% - day/night split) or gas consumption of 12,500 kWh per year. Your actual spend will depend on your personal consumption. Please visit our website www.extraenergy.com for further details.

kWh explained

Your meter readings are converted into kilowatt hours (kWh) and this is what is shown on your bill. A kWh is 1 kilowatt of power used in one hour.

What could you get for a kWh?



7 hours watching TV



5 hours of playing video games



22 minutes of ironing



1 full dishwasher cycle



10 boiled kettles



1 full load of washing

How to make energy savings at home



Use loft insulation and draft excluders



Switch appliances from 'standby' to 'off'



Regularly clean your tumble dryer filters



Insulate your cavity walls



Use low energy light bulbs



Use a cool washing machine setting

Ways to pay

When making a payment, please have your **extraenergy** account number to hand - you'll find this on any letter, statement or bill we've sent you.

ONLINE PORTAL

Log into your 'My **extraenergy**' online account at www.extraenergy.com and pay securely via debit or credit card.

CALL US

Call us free on **0800 953 4774** or **0330 303 4774** and make a payment using your debit or credit card.

YOUR BANK OR BUILDING SOCIETY

Pay via your internet or phone banking service, or visit a branch. Simply quote our sort code: **30-00-03** and bank account number: **00120535** and use your **extraenergy** account number as reference.

DIRECT DEBIT

It's easy, convenient and saves you money. Call us on **0800 953 4774** or **0330 303 4774** to find out more.

POST OFFICE

Pay at your local Post Office branch. You'll need your **extraenergy** bill with you as the barcode on the front will be scanned.

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Electricity usage

Meter serial number	Register	Previous date	Previous read	Present date	Present read	Meter multiplier	kWh
F03C02253	All Time	06/11/2015	48200.0 C	29/01/2016	48619.0 C	1	419.0

Electricity charges

Meter serial number	Register	Charge type	From	To	Units	Price	Total charge
n/a	n/a	Standing Charge	06/11/2015	29/01/2016	85 days	16.496 p per day	£14.02
F03C02253	All Time	Unit Rate	06/11/2015	29/01/2016	419.0 kWh	10.638 p per kWh	£44.57
							£58.59

Gas usage

Meter serial number	Previous date	Previous read	Present date	Present read	Units	kWh
G4A50452770201	06/11/2015	14924.0 E	29/01/2016	15096.2 E	172.2 m ³	1912.6

Gas charges

Meter serial number	Charge type	From	To	Units	Price	Total charge
n/a	Standing Charge	06/11/2015	29/01/2016	85 days	16.496 p per day	£14.02
G4A50452770201	Unit Rate	06/11/2015	29/01/2016	1912.6 kWh	2.757 p per kWh	£52.73
						£66.75

Totals

Rate	Net	VAT
5%	£125.34	£6.27

Electricity meter readings received

Meter serial number	Meter register ID	Date	Read	Read type
F03C02253	01	06/11/2015	48200.0	C
F03C02253	01	29/01/2016	48619.0	C

Gas meter readings received

Meter serial number	Date	Read	Read type
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A = Actual read C = Customer read E = Estimated read O = Opening read PC = Price change



How to convert the volume of gas registered by your meter into kWh.

1. Subtract the previous meter reading from the current meter reading.
2. Multiply this volume of gas used by 2.83 to convert to cubic metres (not required if your meter is metric).
3. Multiply this number by the calorific value which is 39.1.
4. Multiply the result by the meter correction factor, which is 1.02264.
5. Divide the result by 3.6 to convert to the number of kilowatt hours (kWh) used.

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Account activity

Payments

Date	Gas	Electricity	Total
01/12/2015	£30.00	£15.00	£45.00
04/01/2016	£30.00	£15.00	£45.00
			£90.00

Misc. credits/debits

Date	Description	Total	VAT Rate
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Your new monthly direct debit is £49.00



Electricity £22.00



Gas £27.00

We regularly review your direct debit to ensure you pay the right amount. Your new direct debit payment reflects your expected energy usage and your account balance. We'll take this from your bank account on the 1st day of each month or shortly thereafter.

Contact details

Please write to: Extra Energy Supply Limited, PO Box 10243, Unit 16 Coalfield Way, Ashby de la Zouch, LE65 9ED

Customer Services: 0800 953 4774 or 0330 303 4774
Mon-Fri 08:00-20:00, Sat 09:00-17:00

Online: www.extraenergy.com

Electricity emergency? Call 0800 072 7282

Gas emergency? Call 0800 111 999

Advice?

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit www.adviceguide.org.uk or call the Citizens Advice consumer helpline on **08454 04 05 06**.

Dispute settlement:

If you receive our final response to a complaint and are still unhappy, or eight weeks pass and a complaint is unresolved, you are eligible to contact the Ombudsman Services - Energy. Their contact information can be found at www.ombudsman-services.org

Here to help...

We understand that at times keeping up with your payments can be difficult.

If you find yourself in financial difficulty please contact us free on 0800 953 4777 or 0330 303 4777 and talk to one of our specialist advisors who will work with you to find a solution.

You can also contact the National Debtline on 0808 808 4000 who provide free, confidential advice.

Please note we share our payment information with a credit reference agency. Late or missed payments may affect your credit score and your ability to obtain credit in the future.