

Mr Graham Case  
Flat 4  
1 BEAUFORT VILLAS  
BATH  
BA1 6LY

## Your Energy Statement

For the period of 24 Dec 2016-23 Jan 2017

Balance At Your Last Bill	CR £23.14
<b>Balance Brought Forward</b>	<b>CR £23.14</b>
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<b>New Charges Included In This Bill</b>	<b>£113.03</b>
<hr/>	
<b>New Account Balance</b>	<b>£89.89</b>

### NO ACTION REQUIRED

As you pay by Monthly Direct Debit sometimes you'll pay a little more, or a little less than the energy you use. Over the course of the year this should work itself out. For more details visit [www.affectenergy.com/directdebit](http://www.affectenergy.com/directdebit)

### Personal projection

£235.81 per year for your electricity

£523.99 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. More information about your current tariff can be found overleaf

### Could you pay less?

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

#### 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.

## Your Charges In Detail



### Electricity

Supply number

S	01	801	010
	22	0001	2446 031

Supply Address: FL4 FF, 1 BEAUFORT VILLAS, BATH BA1 6LY

Fixed Saver August 2017 - Electricity (24 Dec 2016 - 22 Jan 2017)

Energy Charges for Meter L73D02323

24 Dec 2016	52895.3 Estimate	
23 Jan 2017	53077.0 Customer Read	
Energy Used	181.7 kWh @ 11.2640p/kWh	£20.47

Standing Charge (30 days @ 18.1900p/day) £5.46

Online Discount (30 days @ £15.00/year) CR £1.23

**Total Electricity Charges £24.70**


### Gas

Meter Point Reference: 4221794510

Supply Address: FLAT 4 FIRST FLOOR, 1, BEAUFORT VILLAS, 1, BATH, AVON BA1 6LY

Fixed Saver August 2017 - Gas (24 Dec 2016 - 22 Jan 2017)

Energy Charges for Meter 0714741

24 Dec 2016	38 Estimate	
23 Jan 2017	135 Customer Read	
Consumption	97 Units (100s of Cubic Feet)	
Energy Used*	3064.6 kWh @ 2.5650p/kWh	£78.61

Standing Charge (30 days @ 18.5200p/day) £5.56

Online Discount (30 days @ £15.00/year) CR £1.23

**Total Gas Charges £82.94**
**Subtotal of charges before VAT £107.64**

VAT @ 5% on £107.64 £5.39


**Total Charges for this bill £113.03**

## About your tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Fixed Saver August 2017 - Electricity  
 Payment Method . . . . . Monthly Direct Debit  
 Unit Rate . . . . . 11.2640p/kWh  
 Tariff Available Until . . . . . 31 Aug 2017  
 Estimated Annual Usage . . . . . 1476 kWh  
 Standing Charge 18.1900p/day (£66.39/year)

### Gas

Tariff Name Fixed Saver August 2017 - Gas  
 Payment Method . . . . . Monthly Direct Debit  
 Unit Rate . . . . . 2.5650p/kWh  
 Tariff Available Until . . . . . 31 Aug 2017  
 Estimated Annual Usage . . . . . 16021 kWh  
 Standing Charge 18.5200p/day (£67.60/year)

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

**Units Consumed** (100s of Cubic Feet)  
**x Metric Conversion** (convert to cubic metres)  
**x Volume Correction** (for temperature & pressure)  
**x Calorific Value** (energy in each m<sup>3</sup> of gas)  
 ÷ 3.6 (convert from joules)  
 = **Usage** (in kWh)

For example:

 $97 \times 2.83 \times 1.02264 \times 39.3 \div 3.6 = 3064.6$ 

## Emergency numbers

### Gas emergency

Smell Gas or think there might be a gas leak?

Call 0800 111 999 (24hrs)

### Electricity supply faults

If you have problems with your electricity supply and you have already checked you haven't blown a fuse, call **0800 6783 105**

Your Electricity Distributor is Western Power Distribution (0845 601 2989)

## Contact us

Website: [www.affectenergy.com](http://www.affectenergy.com)

Email: [help@affectenergy.com](mailto:help@affectenergy.com)

Social media: [@Affectenergy](#) and [Facebook.com/affectenergy](https://www.facebook.com/affectenergy)

Phone: 0330 60 62 675

Our contact centre is open from:

Mon - Fri	8:30am-5:30pm
Sat	Closed
Sun	Closed

Postal address: Affect Energy, 7 Riverside Business Centre,  
Shoreham By Sea, West Sussex, BN43 6RE

## Ways to pay

In case you need them, our bank details are:

Bank sort code: 40-47-17

Bank account number: 22898462

Please include your Affect Energy account number as a reference with any payments

## Advice and complaints

For free, impartial energy advice you can contact the nice people at the Citizen's Advice Consumer Service (CACS) on 0345 404 0506 or visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy). Their *Energy Consumer Checklist* and *Know Your Rights* are available on our website at [www.affectenergy.com/cacs](http://www.affectenergy.com/cacs). Contact us if you need a copy sending.

If you feel that our service hasn't met your expectations, please get in touch so we can put things right

**In the first instance:** please contact our complaints team at [complaints@affectenergy.com](mailto:complaints@affectenergy.com) or call us on 0330 60 62 675

**Then:** If we're not able to resolve your query, you can ask for it to be escalated to a specialist or team leader

**Finally:** If you're still not happy with our decision, you can contact our Operations Manager for an independent review. Email us at [operations@affectenergy.com](mailto:operations@affectenergy.com), and you'll receive a reply within 5 working days.

If you've 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.os-energy.org](http://www.os-energy.org). This is a free and independent service whose decision we must abide by.

You can read our complaints policy at [www.affectenergy.com/complaints](http://www.affectenergy.com/complaints)

## Tariff Comparison Rate (TCR)

Your TCR can help you compare prices between different tariffs and suppliers. TCRs are not based on your actual usage, but on Ofgem annual averages (12500kWh for gas and 3100kWh for electricity) and should therefore be used as a guide only.

TCR (Electricity) . . . . . 13.57p/kWh  
TCR (Gas) . . . . . 3.14p/kWh

Please contact us for more information about TCRs and how we calculate them.

## How much energy did you use?

For this period, your average electricity usage was 6kWh/day.

For this period, your average gas usage was 102kWh/day.

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