

Mr Michael Woodcock
8 Skipton Street
Harrogate
HG1 5JF

Your Final Energy Statement

For the period 18 Aug 2017 - 04 Sep 2017

Balance At Your Last Statement	CR £5.89
Balance Brought Forward	CR £5.89
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New Charges Included In This Statement	£26.81
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New Account Balance	£20.92

Please pay £20.92 by 19 Sep 2017.

Contact us to make a payment.

Could you pay less?

Personal Projection

£606 per year for your electricity

£464 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: My GB Lite Online May 19 Elec paying by Direct Debit, managed online.

Gas: My GB Lite Online May 19 Gas paying by Direct Debit, managed online.

Expect savings of £235 per year.

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 overleaf. You can make the switch to one of our tariffs by clicking here, or by visiting www.gbenergysupply.co.uk/account/switch.

Your Charges In Detail



Electricity

Supply number

S	01	801	902
	12	0004	2553 540

Supply Address: Flat 6, Hudson Yard House, 1A Omega Gate, London, SE16 7PG

Premium Energy Saver (18 Aug 2017 - 31 Aug 2017)			
Energy Charges for Meter K98A 18277			
18 Aug 2017	52607.9	Estimate	
01 Sep 2017	52732.0	Customer Read	
Energy Used	124.1 kWh @ 15.4200 p/kWh		£19.14
Standing Charge (14 days @ 24.28 p/day)			£3.40

Total Electricity Charges £22.54


Gas

Meter Point Reference: 8847365010

Supply Address: Flat 6, Hudson Yard House, 1A Omega Gate, London, SE16 7PG

Premium Energy Saver (18 Aug 2017 - 31 Aug 2017)			
Energy Charges for Meter E6S02685379813			
18 Aug 2017	11196	Estimate	
01 Sep 2017	11198	Customer Read	
Consumption	2 m ³		
Energy Used*	22.3 kWh @ 3.7600 p/kWh		£0.84
Standing Charge (14 days @ 15.33 p/day)			£2.15

Total Gas Charges £2.99
Subtotal of charges before VAT £25.53

VAT @ 5% on £25.53 £1.28


Total Charges for this statement £26.81

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

 Tariff Name Premium Energy Saver
 Product Type Variable Rate
 Payment Method Variable Direct Debit
 Unit Rate 15.4200p/kWh
 Standing Charge . 24.28p/day (£88.62/year)
 Tariff End Date 31 Aug 2017
 Price Guaranteed Until 31 Aug 2017
 Early Exit Fee N/A
 Estimated Annual Usage 3170kWh

Gas

 Tariff Name Premium Energy Saver
 Product Type Variable Rate
 Payment Method Variable Direct Debit
 Unit Rate 3.7600p/kWh
 Standing Charge . 15.33p/day (£55.95/year)
 Tariff End Date 31 Aug 2017
 Price Guaranteed Until 31 Aug 2017
 Early Exit Fee N/A
 Estimated Annual Usage 10253kWh

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

$$\begin{aligned}
 & \text{Units (Cubic Metres)} \\
 & \times \text{Volume Correction (for temperature \& pressure)} \\
 & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\
 & \div 3.6 \text{ (convert from joules)} \\
 & = \text{Usage (in kWh)}
 \end{aligned}$$

 = For example:
 $2 \times 1.02264 \times 39.3 \div 3.6 = 22.3$

Emergency Numbers

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

 If you have problems with your electricity supply, call **0800 028 0247**

Your Electricity Distributor is: UK Power Networks (0845 601 4516)

Contacting Us

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

If you have any questions, comments or complaints, please don't hesitate to get in touch by email, by phone or by post.

Advice And Complaints

For free, impartial energy advice you can contact the Citizen's Advice Consumer Service (CACS) on 03454 040 506 or on the web at www.citizensadvice.org.uk/energy. Their *Energy Consumer Checklist* and *Know Your Rights* are available, or you can call us if you need a copy by post.

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

Step 1: Contact our Customer Services team. If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader.

Step 2: If they are not able to resolve your complaint, it will be passed to a manager who will aim to resolve your complaint in 10 working days.

Step 3: If your complaint is still not resolved, it will be passed to our Complaints Team who will carry out an independent review and aim to come to a resolution within 25 working days.

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.os-energy.org. This is a free and independent service whose decisions we must abide by.

Ways to Pay

If you are not paying by Direct Debit, please use one of the following payment methods:

Online: To make a payment online, visit www.gbenergysupply.co.uk/account to log into your account, select 'My Payments' and follow the on screen instructions. All online payments will be processed within 24 hours.

Your Bank: To pay via internet banking, please make payments to:

Co-operative Energy (GBES)
Account number: 13019845
Sort code: 20-53-22
Please use 00206003 as a reference with any payments you make.

Post: Please make cheques payable to **Co-operative Energy (GBES)** and send to The Energy Centre, Garstang Road, Preston PR3 5DL. Please write your account number on the back of the cheque.

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) 19.19p/kWh
TCR (Gas) 4.42p/kWh

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

How Much Did You Use?

Your average electricity usage during this bill period was 9kWh/day.

Your average gas usage during this bill period was 2kWh/day.

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