

**CONTACT US** 

mhome@iresa.co.uk

Monday - Friday : 8am - 6pm Planning on moving home, please notify us by email or from your online account. **ACCOUNT** 

ENERGY TYPE

© ELECTRICITY

CUSTOMER NUMBER 100006551

YOUR ACCOUNT NUMBER

3000011307

Mr Matthew Ling, 1 Chantry Close DERBY

DE3 0TG

## Your Monthly Energy Bill

For ELECTRICITY supply to 1 Chantry Close DERBY DE3 0TG

**Statement Period:** 01 March, 2018 - March 31, 2018 **Date:** 18 April, 2018

Opening Balance on 01 March, 2018				
Total Charges (including VAT and Discounts) this period (DR)				
Total Interest for this period (CR)			£ 0.10	
Total Payment/Refund for this period (CR)			£ 27.14	
27 March, 2018	TRF3000011306-3000011307	£ 1.21		
22 March, 2018	PM001WW31RX9KR	£ 23.70		
06 March, 2018	TRF3000011306-3000011307	£ 2.23		

### Closing Balance on 31 March, 2018

-£ 4.34

- 1. Your MONTHLY payment will continue to be taken out of your bank account through DIRECT DEBIT in advance of supply.
- 2. All other relevant terms and conditions apply.

- CR Credit or Payments made into this account.
- DR Debit or Deductions from this account.
- Closing Balance The amount left in this account on the specified date after all deductions.

Here is information about your tariff to help you to compare it with others available, and switch if you find one that is better for you. We are required to give you this information by the regulator

### ABOUT YOUR TARIFF: IRESA Flex 4 12 month Fixed Direct Debit

RATE PER KWH STANDING CHARGE ACTUAL USAGE, LAST 12 MONTHS PAYMENT METHOD

10.900p 12.720p ---KWh Direct Debit

PERSONAL PROJECTION INFORMATION

If you continue to use the same amount of electricity over the next 12 months, we estimate your total costs will be ---. This includes all added charges, discounts and VAT. If our prices or your usage changes, the projection will too. (For information on how we work this out,

# ELECTRICITY you've used this period:

Meter Serial Number		D09C4	D09C48088		
Meter Register Id: 1	Meter Unit: KWH				
PERIOD	DESCRIPTION	START	END	R (p/kWh)	USAGE (kWh)
26-Mar-18 - 31-Mar-18	Estimated read	52331.00	52364.00	10.900	33.00
28-Feb-18 - 26-Mar-18	Customer own read	52143.70	52331.00	10.900	187.30
	Cost of 220.30kWh at rate(s) stated.			£ 24.01	
		Total Consumption			£ 24.01

Standing Charge for 31 days, (31days at 12.72p/day) £3.94

Total VAT on Consumption and Standing Charge (5%) £ 1.39

Total Cost of Energy Used £ 29.35

#### UNHAPPY WITH OUR SERVICE ?

Please contact us by email: home@iresa.co.uk or go to www.iresa.co.uk. Write to Customer Service Manager, Iresa Limited, The Quadrant Business Centre Nuart Road, Beeston, Nottingham, England, NG9 2NH.

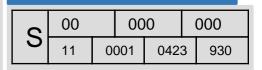
We will do all we can to listen to you, understand the issue and resolve it straight away. If we are not able to resolve the issue immediately, we aim to resolve it within 14 days.

#### UNRESOLVED COMPLAINT

If your complaint remains unresolved after 8(eight) weeks or you are unhappy with the resolution, you may contact the Energy Ombudsman on 03304401624 (Textphone 03304401600) or via www.energy-ombudsman.org.uk

The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. Their final decision is binding on the energy supplier, not the customer.

#### YOUR ELECTRICITY SUPPLY NUMBER



#### **EMERGENCY OR ENERGY CUT**

Call 08006783105

YOUR ELECTRICITY DISTRIBUTOR
Western Power Distribution

https://www.westernpower.co.uk https://twitter.com/wpduk