



C Mr Richard Bartlett
19 Farmhouse Way
Waterlooville
Hampshire
PO8 9LF

Your Energy Statement

Account Number: GNE200216098

Balance At Your Last Bill	CR £76.93
Payment received - 13 Nov 2020 - thank you	CR £90.00
Payment received - 15 Dec 2020 - thank you	CR £78.00
Payment received - 14 Jan 2021 - thank you	CR £78.00
Balance Brought Forward	CR £322.93
New Charges Included In This Bill	DR £319.44
New Account Balance	CR £3.49

As you are making regular fixed direct debit payments, this statement is for information only.

Could you pay less?

Personal Projection

£779 per year for your electricity

£479 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: 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.

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.



Your Charges In Detail



Electricity

Supply number

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	20	0001	5770 161

Supply Address: 19 Farmhouse Way, Waterloooville, Hampshire, PO8 9LF

GNE Family Green 12 Month Fixed V7 (11 Oct 2020 - 09 Jan 2021)

Energy Charges for Meter 17P3040646		
11 Oct 2020	12002.6 Read	
03 Jan 2021	13058.6 Read	
07 Jan 2021	13111.8 Read	
10 Jan 2021	13148.4 Read	
Energy Used	1145.8 kWh @ 13.32 p/kWh	£152.62
Dual Fuel Discount (91 days @ £7.14/year)		CR £1.78
Standing Charge (91 days @ 19.59 p/day)		£17.83

Total Electricity Charges £168.67


Gas

Meter Point Reference: 3978040701

Supply Address: 19 Farmhouse Way, Waterloooville, Hampshire, PO8 9LF

GNE Family Green 12 Month Fixed V7 (11 Oct 2020 - 09 Jan 2021)

Energy Charges for Meter G4P30331351700		
11 Oct 2020	3534 Read	
03 Jan 2021	3893 Read	
07 Jan 2021	3923 Read	
10 Jan 2021	3947 Read	
Consumption	413 m ³	
Energy Used*	4587.4 kWh @ 2.54 p/kWh	£116.52
Standing Charge (91 days @ 22.88 p/day)		£20.82
Dual Fuel Discount (91 days @ £7.14/year)		CR £1.78

Total Gas Charges £135.56
Subtotal of charges before VAT £304.23

VAT @ 5% on £304.23 £15.21


Total Charges for this bill £319.44

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff	GNE Family Green 12 Month Fixed V7
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	13.32p/kWh
Standing Charge	19.59p/day (£71.50/year)
Online Discount	£0.00/year per fuel
Dual Fuel Discount	£7.14/year per fuel
Tariff End Date	12 Apr 2021
Price Guaranteed Until	12 Apr 2021
Early Exit Fee	£21.87 per fuel (inc VAT)
Estimated Annual Usage	4,377kWh

Your annual consumption is based on estimates.

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About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff GNE Family Green 12 Month Fixed V7
Product Type Fixed Rate
Payment Method Monthly Direct Debit
Unit Rate 2.54p/kWh
Standing Charge . 22.88p/day (£83.51/year)
Online Discount £0.00/year per fuel
Dual Fuel Discount £7.14/year per fuel
Tariff End Date 12 Apr 2021
Price Guaranteed Until 12 Apr 2021
Early Exit Fee £21.87 per fuel (inc VAT)
Estimated Annual Usage 13,095kWh

Your annual consumption is based on estimates.

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

Units Consumed (Cubic Metres)
x Volume Correction (for temperature & pressure)
x Calorific Value (energy in each m³ of gas)
÷ 3.6 (convert from joules)
= Usage (in kWh)

= For example:
100 x 1.02264 x 39.1 ÷ 3.6 = 1110.7

Emergency Numbers

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

If you have problems with your electricity supply, call **0800 072 7282**

Your Electricity Distributor is: SSE Power Distribution (0845 071 3953)

For information on our Fuel Mix, visit <https://greennetworkenergy.co.uk/our-fuel-mix>



Contacting Us

Our Help Centre at <https://greennetworkenergy.co.uk/help-centre/> contains lots of useful help, advice and answers to frequently asked questions. You'll also find links to our terms and conditions and many of our company policies.

You can send us any questions or comments through our contact us page or you can get in touch with our customer services by:

Phone: 0800 520 02 02 (Monday to Friday 09:00 – 17:00)

Email: care@greennetworkenergy.co.uk

Post: Green Network Energy, Po Box 2143, Croydon, CR90 9RZ

Advice And Complaints

Green Network Energy is committed to excellent customer service and aim to get things right first time. Sometimes despite these efforts, things go wrong but it is our goal to fix things as smoothly and quickly as possible when they do.

If you have a complaint, we're really sorry you're not happy. Please get in touch as soon as possible so we can put things right.

First: Contact our complaints team to register your complaint, via our website, on 0800 520 02 02 or complaints@greennetworkenergy.co.uk.

Then: If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

Finally: If you're still not happy with our decision, you can ask for one of our operations team to carry out an independent review. If after 56 days (8 weeks) you are still unhappy with our resolution or the case has reached a Deadlock situation prior to this, you can contact the Ombudsman Service: Energy on 0330 0440 1624 or www.os-energy.org. This is a free and independent service whose decisions we must abide by.

For a more detailed description of the process and our commitments to resolving complaints, you can also read our complaints policy on our website.

Independent Advice: Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to: citizensadvice.org.uk/energy or call their consumer service on 0808 223 1133. Calls are free.

How Much Did You Use?

Your average gas usage during this bill period was 50kWh/day, compared with 57kWh/day in the same period last year.

Your average electricity usage during this bill period was 13kWh/day, compared with 12kWh/day in the same period last year.

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



You can scan this QR code with a compatible smartphone app to compare tariffs.