

Jen Marsden & Elaine Bremner  
10 LOCHANDINTY ROAD  
INVERNESS IV2 8AJ

## Your energy statement

For the period 13 April 2021 to 12 May 2021

Last account balance	£ 3.46 in debit
You paid us on 14/05/21 - thank you	£ 61.00
<b>Opening balance</b>	<b>£ 57.54 in credit</b>

### Cost of your energy this month

Electricity	- £ 29.54
Gas	- £ 28.98
<b>Subtotal</b>	<b>- £ 58.52</b>
<b>Your new account balance</b>	<b>£ 0.98 in debit</b>

**Remember:**

As you are making regular automated payments, this statement is for information only and does not require payment.

### Don't forget to send us your meter readings

So we can ensure your energy costs are as accurate as possible, don't forget to send us your meter readings monthly. You can submit your meter reading at anytime online at [account.bulb.co.uk](https://account.bulb.co.uk).

### Could you pay less?

Over the next 12 months, we have estimated your personal projection:

Electricity personal projection: £ 473  
Gas personal projection: £ 356

This projection includes your energy usage, standing charges and VAT.

### 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.

### Impartial advice

Citizens Advice can provide independent info on energy switching. You can download the 'Know your rights in a changing energy market' guide on the Citizens Advice website or you can call them on 0808 223 1133.

### Saving energy

One of the best ways to save money on your energy costs is to use your energy more efficiently. You can get handy tips on saving energy at [bulb.co.uk](https://bulb.co.uk) or you can contact the independent organisation Simple Energy Advice on 0800 444 202.

## Member support

### Get in touch

We are open Monday to Friday, 9am to 5pm.

Call	0300 30 30 635
Web chat	<a href="http://www.bulb.co.uk/help">www.bulb.co.uk/help</a>
Email	<a href="mailto:help@bulb.co.uk">help@bulb.co.uk</a>
Facebook	<a href="https://facebook.com/bulb">facebook.com/bulb</a>
Twitter	@bulbUK
Write	Member Enquiries at Bulb 155 Bishopsgate, London EC2M 3TQ

### First port of call

If you have any questions about your energy statement, visit [www.bulb.co.uk/help](http://www.bulb.co.uk/help) to read our guides and get support.

### Please tell us if you are not happy

At Bulb, we strive to give you the best member experience possible. If we make a mistake or if you think we haven't done the right thing, please let us know so we can put things right.

If you aren't happy, we would love the opportunity to speak with you as soon as possible, so call us on **0300 30 30 635** and let us know you are not happy or email [complaints@bulb.co.uk](mailto:complaints@bulb.co.uk).

We will do everything we can to solve the problem within five business days.

### Impartial advice

The Citizens Advice consumer service provides free confidential impartial advice on consumer issues and may be able to assist you during a complaint process. Visit [citizensadvice.org.uk](http://citizensadvice.org.uk) or call their helpline on 0808 223 1133.

If we still haven't met your expectations, the Energy Ombudsman can help.

If after 8 weeks your complaint is still not resolved or if we have issued you a deadlock letter (a letter which details what has happened and what we have suggested) you may get in touch with The Energy Ombudsman.

The Energy Ombudsman is a free, independent organisation that works to resolve issues between energy suppliers and members. Before going to the Ombudsman, you need to have given us an opportunity to resolve the issue first. Following this review, we are legally required to comply with their decision.

### Gas emergency

Smell gas or think there might be a gas leak?

Call **0800 111 999 (24hrs)**

In the event you can smell gas, immediately turn off the gas at the meter control valve.

Also ensure you do not expose the gas to any heat or flames. That means no smoking or lighting matches! Where possible you should also open any doors and windows to allow the gas to ventilate.

### Electricity supply faults

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

Your Electricity Distributor is The Electricity Network Company Ltd. Their phone number is 01359 243311.



Compare your tariff & energy usage

Scan this code using an energy switching app to see if you could save by switching.

MyBulb member ID: [organicjen@gmail.com](mailto:organicjen@gmail.com)

Statement number: 93765068

Statement date: 15 May 2021

## Electricity use in detail

10, Lochandinty Road, Inverness, Inverness-shire IV2 8AJ

MPAN Reference: 2700006140261

Meter number: 19L2802567

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### Meter readings

13 April 2021 2458 Estimate

13 May 2021 2581 Read

Energy	25 kWh @ 15.94 p/kWh	£ 3.92
Energy <sup>(1)</sup>	99 kWh @ 17.94 p/kWh	£ 17.69
Standing charge	6 days @ 21.75 p/day	£ 1.30
Standing charge <sup>(1)</sup>	24 days @ 21.76 p/day	£ 5.22

Cost of electricity used £ 28.13

VAT @ 5% £ 1.41

**Total electricity costs for this bill £ 29.54**

### About your electricity tariff

Tariff name:	Vari-Fair
Payment method:	Monthly direct debit
Unit rate:	17.94p/kWh
Standing charge:	21.76p/day (£79.42/year)
Estimated annual usage:	2068 kWh
Termination fee:	None

### How much electricity did you use?

For this period, your average usage was **4 kWh/day** or **£ 0.98/day**

Last year, in the same period, your average usage was **2 kWh/day**

### What is a kWh (kilowatt-hour)?

A kilowatt-hour is one kilowatt of power being used for one hour. It is the same as a 40-watt light bulb being left on for 25 hours. We also call it a 'unit' of energy.

### We had a price change!

(1) We increased our prices from 19 April

### Our electricity sources

You can find out more about where your energy comes from at [bulb.co.uk/fuelmix](http://bulb.co.uk/fuelmix)

Source	Bulb	National average
Coal	0%	5%
Natural gas	0%	41%
Nuclear	0%	19%
Renewables	100%	33%
Other	0%	2%
CO2 g/kWh	0	254

## Gas use in detail

10, Lochandinty Road, Inverness, Inverness-shire IV2 8AJ

Meter Point Reference: 7780187704

Meter number: E6S19139921961

### Meter readings

13 April 2021 1415 Estimate

13 May 2021 1480 Estimate

Meter units used: 65

Energy*	148 kWh @ 2.72 p/kWh	£ 4.02
Energy* <sup>(1)</sup>	591 kWh @ 2.82 p/kWh	£ 16.66
Standing charge	6 days @ 19.47 p/day	£ 1.17
Standing charge <sup>(1)</sup>	24 days @ 23.96 p/day	£ 5.75

Cost of gas used £ 27.60

VAT @ 5% £ 1.38

**Total gas costs for this bill £ 28.98**

### About your gas tariff

Tariff name:	Vari-Fair
Payment method:	Monthly direct debit
Unit rate:	2.82p/kWh
Standing charge:	23.96p/day (£87.45/year)
Estimated annual usage:	8906 kWh
Termination fee:	None

### How much gas did you use?

For this period, your average usage was **25 kWh/day** or **£ 0.97/day**

### What is a kWh (kilowatt-hour)?

A kilowatt-hour is one kilowatt of power being used for one hour. It is the same as a 40-watt light bulb being left on for 25 hours. We also call it a 'unit' of energy.

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### \*Explaining your gas usage

Not all gas is created equal. We convert gas units from your meter into kWh to make sure the energy output of your gas is priced consistently. We do this using the following formula:

Meter units used	65
Volume conversion factor	x 1.00
Metric units	= 65
Volume correction	x 1.02264
Calorific value	x 40.0
Convert to kWh	÷ 3.6
<b>Energy used</b>	<b>739 kWh</b>