



Suite 2E
Manchester
International
Office Centre
Styal Road
M22 5WB

Mr Jack Ball
78
Glebeland Way
Torquay
TQ2 7SJ

Account Number 51991
Statement Ref 444461
Statement Date 25 Aug 2021

Your First Energy Statement

Charges

Energy Charges up to 25 Aug 2021	£156.24
Standing Charges up to 25 Aug 2021	£40.30
Subtotal	£196.54
VAT at 5%	£9.83
Total charges for this period	£206.37

Payments and Credits

Payment on 25 May 2021	£63.69	Credit
Payment on 25 Jun 2021	£63.69	Credit
Payment on 26 Jul 2021	£63.69	Credit
Total Payments and Credits for this period	£191.07	Credit

New Account Balance **£15.30**

Your monthly Fixed Direct Debit payment of **£63.69** will be taken from your account on **25 Aug 2021**.

Pending Payments

Payment on 25 Aug 2021 **£63.69**

Do you have a question about your bill? Visit www.zebrapower.co.uk or email enquiries@zebrapower.co.uk. You can also call on 0161 498 8100.

Personal Projection

Your personal projection for electricity over the next 12 months is £675.44 and 3249.2 kWh.

Your personal projection for gas over the next 12 months is £277.63 and 5480.83 kWh.

Could you pay less?

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

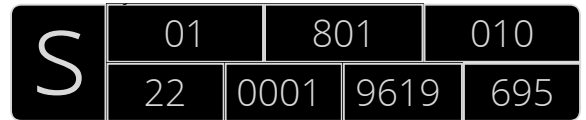
Relevant cheapest tariff

You are currently on our cheapest tariff.

Please note that switching tariffs may involve different terms and conditions so you should check these first. Prices are subject to change and are inclusive of VAT.

Your Electricity Charges

78, Glebeland Way, Torquay, TQ2 7SJ



Meter Serial Number: 18L2084448

Register	Period of Usage	Energy Usage	Amount
Anytime (1)	25 May 2021 - 17 Jun 2021	188.1 kWh at 16.872 p/kWh	£31.74
	Readings used:	Previous	Current kWh
		0 4335 (actual)	0 4523.1 (actual) 188.1
Anytime (1)	17 Jun 2021 - 17 Jul 2021	173.6 kWh at 16.872 p/kWh	£29.29
	Readings used:	Previous	Current kWh
		0 4523.1 (actual)	0 4696.7 (actual) 173.6
Anytime (1)	17 Jul 2021 - 25 Aug 2021	292.1 kWh at 16.872 p/kWh	£49.28
	Readings used:	Previous	Current kWh
		0 4696.7 (actual)	0 4988.8 (estimated) 292.1
	Standing Charges from 25 May 2021 to 16 Jun 2021: 23 days at 21.66667 p/day		£4.98
	Standing Charges from 17 Jun 2021 to 16 Jul 2021: 30 days at 21.66667 p/day		£6.50
	Standing Charges from 17 Jul 2021 to 25 Aug 2021: 40 days at 21.66667 p/day		£8.67
Total			£130.46

About your Electricity tariff

Supplier: Zebra Power Ltd

Tariff Name: Zebra Auto 12 Months v5 Paperless

Tariff Type: Fixed

Payment method: Fixed Direct Debit

Unit rate: 17.716 p/kWh

Standing charge: 22.750 p/day

Tariff ends on: 24 May 2022

Price guaranteed until: 24 May 2022

Electricity Exit fees (if you cancel the tariff before the end date): £30.00

Discounts and additional charges: N/A

Additional products or services included: N/A

Illustrative Electricity cost on this tariff

Ofgem Projected annual consumption: 3,100 kWh

Estimated annual cost: £620.22

Tariff Comparison Rate (TCR): 20.007 p/kWh

All prices above are inclusive of VAT at 5%. They will appear different than the unit rates shown on your bill which don't include VAT.

Frequently asked questions

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 lightbulb being left on for 25 hours.

Your Gas Charges

78, Glebeland Way, Torquay, TQ2 7SJ

Meter Serial Number: E6S18507591861

MPR - 9217094704

Register	Period of Usage	Energy Usage	Amount
Gas	25 May 2021 - 25 Aug 2021	1,381.0 kWh at 3.326 p/kWh	£45.93
	Readings used:	Previous Current m ³ Calorific Value	
		0 1113 (actual) 0 1236.7 (estimated) 123.7	39.3
	Standing Charges from 25 May 2021 to 25 Aug 2021: 93 days at 21.66667 p/day		£20.15
Total			£66.08

How do we convert the m³ units used into kWh? See the explanation on the bottom of this page.

About your Gas tariff

Supplier: Zebra Power Ltd

Tariff Name: Zebra Auto 12 Months v5 Paperless

Tariff Type: Fixed

Payment method: Fixed Direct Debit

Unit rate: 3.492 p/kWh

Standing charge: 22.750 p/day

Tariff ends on: 24 May 2022

Price guaranteed until: 24 May 2022

Gas Exit fees (if you cancel the tariff before the end date): £30.00

Discounts and additional charges: N/A

Additional products or services included: N/A

Illustrative Gas cost on this tariff

OFGEM Projected annual consumption: 12,000 kWh

Estimated annual cost: £490.08

Tariff Comparison Rate (TCR): 4.084 p/kWh

All prices above are inclusive of VAT at 5%. They will appear different than the unit rates shown on your bill which don't include VAT.

Frequently asked questions

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

- Units consumed (Cubic Meters (m³))
- x 1.02264 (volume correction for temperature and pressure)
- x calorific value (energy content of each m³ of gas)
- / 3.6 (convert from joules)
- = energy usage (in kWh)

Paying for your energy

We aim to keep things simple. That's why we believe Direct Debit is the best way to pay for your energy. Its quick, easy and hassle free. We review your direct debit regularly to make sure that it is set at the right amount to cover your consumption. We will tell you in advance when each payment is due to be made or if we need to make a change, so you remain in control. To find out more about our Direct Debit policy visit www.zebrapower.co.uk.

Independent Advice

England, Wales and Scotland (EWS)

Get help with an energy problem

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. Calls are free. If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you're not satisfied with an outstanding complaint you've made with us and eight weeks have passed since you originally made this or we have told you that there is nothing further that we can do to resolve the complaint, you can contact the Energy Ombudsman who will give you advice and investigate any complaints. You can call them on 0330 440 1624 or visit www.ombudsmanservices.org/energy.complaint.html

In an emergency

Your Electricity Network Operator is:

Western Power Distribution

You can call them on 0800 6783 105

In a gas emergency, please call the 24-hour National Gas Emergency line on 0800 111 999

Our Fuel Mix

To learn more about the mix of fuels we use to generate electricity and the impact this has on the environment, see the below table showing how we produced electricity from 01/04/2019 – 31/03/2020.

We keep the figures on this page updated in line with the publishing dates of the government's fuel mix data disclosure data table, as defined in the Electricity (Fuel Mix Disclosure) Regulations 2005.

Fuel	Zebra Power	UK Fuel Mix
Coal	6.3%	3.9%
Natural Gas	72.0%	39.4%
Nuclear	8.2%	16.6%
Renewable	8.3%	37.9%
Other	5.2%	2.2%

Emissions	Zebra Power	UK
Carbon Emissions CO2 g/kWh	377	198
Radioactive waste g/kWh	0.007	0.007

Please note, figures are rounded

Carbon Dioxide Emissions (g/KWh): The weighted average of the carbon dioxide emitted in the production of electricity from each fuel source. This is calculated based on figures provided by BEIS.

Radioactive Waste (g/KWh): The radioactive waste, being fuel burnt in the reactor to be subsequently discharged as spent fuel. This is calculated based on figures provided by BEIS.

For more information on the environmental impact of your electricity supply, write to us at Zebra Power Limited, Suite 12, Manchester International Office Centre, Styal Road, Heald Green, Cheshire. M22 5WB.