



Your Details

Dr Edwin Hall
Home Farm Cottage
Knowle
Braunton
EX33 2LY



Account Number 2145 5237
Statement Number 17143371

Your Balance on 8th November 2018 : £10.43 credit



Your Final Statement

Total gas used £26.13
Total electricity used £54.74

Total exc. VAT £80.87
VAT @ 5.00% £4.03
Total inc. VAT £84.90

Your previous balance £40.67
Your payments £-136.00
Your miscellaneous transactions £0.00

Your current balance £10.43 credit



Transactions

Date	Amount	Method
10.10.2018	£-136.00	Direct Debit Payment



Dates

Date of this statement 08 Nov 2018
When you used this energy 01 Oct 2018 - 26 Oct 2018



Get in touch

If you have any questions about this statement, there's an explanation of every section on our website. Just go to www.flowenergy.uk.com, click **Help - Our Guides** and then choose **Understanding your Statement**.

Alternatively, you can speak to the team on **0800 092 0202** (free from a landline).

If you smell gas, call 0800 111 999 immediately.



Could you pay less?

Electricity: £1,091.70 per year
Gas: £723.87 per year

This is how much we think you'll spend (including VAT) on energy in the next 12 months based on your usage and your tariff.

Our Flow Fixed February 2020 tariff is our cheapest. Please visit our website (<http://quote.flowenergy.uk.com>) to see if you could save, but be aware that exit fees may be applicable if you choose to leave early or change your tariff before your existing one ends

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



We love to keep it simple

Energy is a complicated business but we try to keep it as simple as possible. We'll never use jargon and we'll always be as clear as we can. If there's ever anything you think we haven't explained very well, just get in touch.

Making sure you know about the cheapest deal

If we ever launch a cheaper deal than the one you're currently on, then we'll let you know. If we think we can save you money, we'll let you know. That's our promise to you.

Telling it like it is

We've told you exactly how much we think you'll spend on energy in the next 12 months on the previous page. That makes it much easier for you to plan your finances. We'll always be upfront and honest about your energy - it's just the way we work.

About your tariff

Your energy tariff is great value and easy to understand. We've included all the details about it here so you can compare it with other tariffs.

Tariff Name:	Flow Variable	
Payment Method:	Fixed Direct Debit	
Tariff End Date:	N/A	
Exit fees (if you cancel before the end date)	N/A	
Your actual usage in the last 12 months	Electricity	11,064.0 kWh
	Gas	29,956.0 kWh

About your TCR

Tariff comparison rate (TCR):	Electricity	21.06 p/kWh
	Gas	4.96 p/kWh

The TCR is the price of this tariff including unit rates, standing charges and VAT, expressed in pence per kWh, and based on an average consumption of 3100 kWh per year for electricity and 12500 kWh per year for gas.

The TCR is not an actual price that you will pay but allows you to compare tariffs from all suppliers on a like-for-like basis.

You can find more information about the TCR on our website in the FAQ section. Alternatively, you can speak to the team on 0800 092 0202 (free from a landline).



Your Details

Supply Address Home Farm Cottage Knowle, Braunton EX33 2LY

Account Number 2145 5237

Date of this statement 08 Nov 2018

08 Nov 2018

Statement Period

01 Oct 2018 - 26 Oct 2018

**Your Electricity
Supply Number**

S	01	801	010	
	22	0001	4207	592

Total cost of Electricity supplied : £57.47



Consumption

Meter Serial Number S03D35935
Unit Rate
Previous read 30 Sep 2018 **60379.0 E**
Customer read 27 Oct 2018 **60684.0 C**
Units used 305.0



Costs

Standing charge
 26 Days at 24.200p **£6.29**

Unit rate
 Unit Rate 305.0 kWh at 15.886p **£48.45**

Total cost (exc. VAT) **£54.74**
VAT (5%) **£2.73**

Total usage 305.0 kWh

Total cost (inc. VAT) **£57.47**

Meter Read Types

E Estimated Read **I** Initial Read
F Final Read **R** Routine Read
C Customer Read **D** Deemed Read

Emergency Contact

In case of a power cut or loss of supply,
 please call: **105**

Western Power Distribution
 Information Centre
 Western Power Distribution
 Avonbank
 Feeder Road
 Bristol



Your Details

Supply Address	Home Farm Cottage Knowle, Braunton EX33 2LY		
Account Number	2145 5237	Date of this statement	08 Nov 2018
MPRN 9354 8372 02 (Meter Point Reference Number)		Statement Period	01 Oct 2018 - 26 Oct 2018

Total cost of Gas supplied : £27.43



Consumption

Meter Serial Number	G4W00124580501		
Previous read	30 Sep 2018	16101	E
Current read	27 Oct 2018	16153	R
Units used	52		

Total usage 581 kWh



Costs

Standing charge	
26 Days at 15.66p	£4.07
Unit rate	
Unit rate 581 kWh at 3.797p	£22.06
Total cost (exc. VAT)	£26.13
VAT (5%)	£1.30

Total cost (inc. VAT) £27.43

Meter Read Types

E Estimated Read	I Initial Read
F Final Read	R Routine Read
C Customer Read	D Deemed Read

How We Convert Your Gas Usage

Gas units are converted to kilowatt hours using the following formula

Meter Serial Number	G4W00124580501
Metric conversion	1
Calorific value	x 39.3
Volume correction	x 1.0226400
Convert to kWh	÷ 3.6
One unit	= 11.16382 kWh



Useful Contact Details

Email help@flowenergy.uk.com

Call **0800 092 0202**, 8:00am - 8:00pm Mon - Fri

Billing, payment or general enquiries?

If there's anything you don't understand or something we can help you with, please let us know.

Feel let down?

If you feel we haven't delivered on our commitment to give you the very best customer service, please do get in touch - we really want to help.

Moving home?

If you're moving, please let us know, we'd love to supply energy to you in your new home. Please have your Flow account number to hand

Gas emergencies

Some useful information if you smell gas:

Open any available doors or windows to air out the gas

If possible, switch off the gas supply to the meter

Do NOT use mobile phones

Do NOT turn any electrical switches on or off

Do NOT use matches or naked flames

In an emergency call 0800 111 999 immediately

Electricity emergencies

If you have a power outage, call your local operator. Their number can be found on the electricity section of your statement, in your local telephone directory or online.

Advice

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit

www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

Complaints procedure

We aim to provide the best customer

above. If your complaint is not resolved it can be escalated to a manager. If you are still unhappy, your complaint can then be escalated to our Customer Service Director. If, after 8 weeks, you are still dissatisfied you may then approach the Energy Ombudsman on tel. 0330 440 1624 or via their website at www.ombudsmanservices.org/energy

Security information

To make sure your information is secure with us, you may wish to provide us with a password for extra protection. This will be used when answering the phone, logging in online or if anyone from Flow should need to visit you at home. Flow uses the existing meter reading companies for your area. This means that when an agent is reading the meter, they may not be in a Flow uniform. If you are uncertain of the person calling and want to verify that they are operating in the correct area please call us on the number listed above. Please make sure to always ask anyone visiting your property for his or her full identification.

Meter readings

On average, your meters will be read four times a year. If we are unable to obtain a reading at any point, an estimation will be taken based on previous models and readings. If you need to provide us with an up-to-date reading, you can do this via the website or call us on the number above.

Energy efficiency

The staff here at Flow are trained to give fair informative advice on how to make the energy that you use more efficient. Want to find out how? Simply visit our website.

Moving house?

Please contact us as soon as you know you are moving house by email or telephone. We require at least 3 working days notice. If this applies to you, please give the following information: your name, the address of the property you are moving from, your new address, contact telephone number and your final meter reading. We can also provide the new supply at your new property using your old account information. Please don't forget to tell us that you're moving. If you do, you may be subject to further billing of electricity and gas used by the new occupants.

Change of circumstances

If your circumstances change in a way that may cause a change in the amount of energy you consume, please do let us know as this may affect your payments.

Having difficulties paying your bill?

If you're having problems with paying your bill, please let us know so we can help. Our payment arrangement service can be contacted on the number above.