



Monkton Reach  
Monkton Hill  
Chippenham  
Wiltshire SN15 1EE  
VAT number 811 3295 57

goodenergy.co.uk  
customerservices@goodenergy.co.uk  
0800 254 0000  
@goodenergy

# Your energy statement

Roger Kennett

57 DURBERVILLE DRIVE  
SWANAGE  
BH19 1QN

## Your details

Account number	11101453
Statement	2284372
Invoice date	15 Aug 2019

## Customer news

**Thanks for helping to tackle climate change by choosing clean power.**

It's the support of customers like you that allow us to pay our community of 1,400 independent generators a fair price for their energy.

It also enables us to pay everyone in our UK-based team a real Living Wage, as well as invest in new ways to help make renewables a part of everyday life.

## Account activity: 15/05/2019 - 15/08/2019

Previous balance	Charges	Credits	New balance
£-164.32	£135.62	£-265.00	£-293.70

## Transactions

Previous balance	£-164.32
Electricity Charges	£109.91
Gas Charges	£19.26
VAT £129.17 @ 5%	£6.45
<b>Total new charges</b>	<b>£135.62</b>
Payments received	£-265.00
<b>Your new balance - This Statement is for information purposes only</b>	<b>£ -293.70</b>

## Could you pay less?

**Your total personal projection for electricity at 57 DURBERVILLE DRIVE, SWANAGE, BH19 1QN is £160.12 per year.**

This is based on your consumption, your tariff and our most recently published price. The calculation takes into account your unit rate, standing charges and any applicable discounts.

**You are currently on the cheapest tariff we have available.**

**Your total personal projection for gas at 57 DURBERVILLE DRIVE, SWANAGE, BH19 1QN is £573.51 per year.**

This is based on your consumption, your tariff and our most recently published price. The calculation takes into account your unit rate, standing charges and any applicable discounts.

**You are currently on the cheapest tariff we have available.**

Please note:

Switching tariffs may involve changing to materially different terms and conditions.

The cheaper tariff(s) offered may be subject to eligibility criteria. We can discuss this with you if you wish to change your tariff.

Call us or visit goodenergy.co.uk for details.

For more information on your tariff see About Your Tariff on the invoice page(s).

## Good Energy cheque remittance

Statement 2284372

Account number	11101453	Amount due	£-293.70
----------------	----------	------------	----------

Signature

Date

Cheque

Please send us a meter reading using the form on the back of the invoice(s).

Please make cheques payable to Good Energy Ltd

Set up a Direct Debit to take the hassle out of paying your bill

£
---

**Payments and credits received**

Payaway DD Fixed on 16 Aug 2019. Thank you	£65.00 CR
Payaway DD Manual on 16 Jul 2019. Thank you	£100.00 CR
Payaway DD Fixed on 17 Jun 2019. Thank you	£100.00 CR
<b>Total credits applied</b>	<b>£265.00 CR</b>



Monkton Reach  
Monkton Hill  
Chippenham  
Wiltshire SN15 1EE  
VAT number 811 3295 57

goodenergy.co.uk  
customerservices@goodenergy.co.uk  
0800 254 0000  
@goodenergy

# Electricity used

## Electricity supply: 216085

<b>MPAN</b>				<b>Rota block code</b>
<b>S</b>	01	801	100	C
	20	0002 2427	710	<b>24 hour emergency number</b>
<b>Site address</b>				105
57 DURBERVILLE DRIVE SWANAGE BH19 1QN				<b>Average usage for this period</b>
<b>Meter serial number</b>				6 kWh/day
S72C11146				<b>Average usage for this period last year</b>
				2 kWh/day

## Your details

Account number	11101453
Statement	2284372
Invoice date	15 Aug 2019

## About your tariff

Tariff name	Good Energy Standard
Fuel type	Electricity
Payment method	Fixed Direct Debit
Tariff end date	No contract end date
Your consumption in the last 12 months	385.2 kWh

This information about your tariff is to help you compare it with others available

## Electricity used

A - Actual reading E - Estimate

Meter Serial		Date		Reading	Date		Reading	kWh
S72C11146	Any Time	15/05/2019	(E)	90064.0	09/07/2019	(A)	90482.0	418
S72C11146	Any Time	09/07/2019	(A)	90482.0	15/08/2019	(E)	90576.0	94

## Electricity costs

Charge period from 15/05/2019 to 14/08/2019

Cost of Electricity used (for 512kWh @ 17.24p Per kWh)	£88.27
Standing Charge (92 Days @ 27.4327p Per Day)	£25.24
Direct Debit Discount (92 Days @ -3.9123p Per Day)	£-3.60
<b>Total Before VAT</b>	<b>£109.91</b>
VAT: £109.91 @ 5%	£5.49
<b>Total charge this period, including VAT</b>	<b>£115.40</b>

## Your meter reading

Account: 11101453

Regular meter readings help us to bill you correctly. Please complete your reading using the boxes or dials to the right.

If your meter has dials, mark the exact position of each pointer. If you are not sure how to read your meter, please ring us on 0800 254 0000.

Date you read the meter

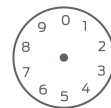
Please tick box if you would like an amended bill.

Night rate low meter reading

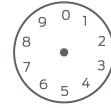
Day rate normal meter reading



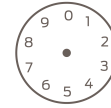
10,000



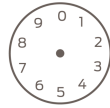
1,000



100



10



1kWh

Please send to: Customer Accounts, Good Energy, Monkton Hill, Monkton Reach, Chippenham SN15 1EE.

Good Energy 100% Renewable Electricity

## Good Energy

### 100%renewable electricity:

100% of our electricity is from certified renewable sources. We match the electricity you use in your home with power from British sunshine, wind and rain. It's produced by creating a community of independent generators across Great Britain and our own growing generation portfolio. And because we have our domestic and business supply verified by an independent third party, you can be sure your electricity comes from where we say it does and has a positive impact on the environment.

For more information go to [goodenergy.co.uk/switch/our-ethics](http://goodenergy.co.uk/switch/our-ethics)

## How to pay your bill

### Direct Debit:



Equal instalments are automatically debited from your account each month. Not only is this less hassle for you; it helps us keep our prices down too. Setting up a Direct Debit is easy. Please call us on 0800 254 0000 and we will set up your Direct Debit. Alternatively, you can download an electricity mandate at [goodenergy.co.uk/electricity-mandate](http://goodenergy.co.uk/electricity-mandate) and pop it in the post.

### By Telephone:

Call 0800 254 0000 to pay over the telephone using a debit or credit card.

### By Internet or telephone banking:

To pay your electricity bill quote: Good Energy Ltd S/C 30-91-99, A/N 00463501. Don't forget to mention your customer account number, which is on the front of this bill. Your bank may charge you for this service.

### By post:

Please make your cheque payable to Good Energy Ltd and submit it, along with the tear-off payment slip provided on the front page of your bill, to Good Energy Ltd, Monkton Reach, Monkton Hill, Chippenham, Wiltshire, SN15 1EE.

### By cash:

Cash payments can only be made at a Lloyds bank branch. Please do not post your cash payment to us.

To pay by cash you must provide the following information: 1) who you are paying - Good Energy Ltd, sort code 30-91-99, account number 00463501 and 2) your personal information – your full name and your Good Energy account number which you will find on the front of your energy statement.

### By Bristol Pounds:

Please visit [goodenergy.co.uk/how-to-pay-in-bristol-pounds](http://goodenergy.co.uk/how-to-pay-in-bristol-pounds) to find out how to set up your Bristol Pound account.

### VAT:

If you're a business customer who has declared that a percentage of your electricity is used for domestic purposes, you'll need to tell us about any change in your circumstances that might affect your declaration and the VAT you pay.

## Customer care and complaints

### General enquiries:

If you have a question or complaint, please get in touch on 0800 254 0000 or email [customerservices@goodenergy.co.uk](mailto:customerservices@goodenergy.co.uk). We're open Monday to Friday, 8.00am to 8.00pm & Saturday 8.00am to 1.00pm.

### Moving house:

To let us know you're moving and provide a final meter reading, call 0800 254 0000 or use our online form at [goodenergy.co.uk/customer-care/moving-house](http://goodenergy.co.uk/customer-care/moving-house).

### Independent Advice:

#### Citizens Advice consumer service

The Citizens Advice consumer service provides free and independent help and advice to energy consumers on issues from contracts to making a complaint or advice if you're struggling to afford your bills. Refer to the 'Know your Rights' publication from the Citizens Advice consumer service by visiting [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or 03454 04 05 06

#### Ombudsman Services: Energy

The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use their services, and they are totally independent - so they do not take sides, and make their decision based only on the information available. Once 8 weeks have passed since you first told us about your complaint you have the right to refer it to the Ombudsman Services: Energy if you want to. PO Box 966, Warrington WA4 9DF Telephone: 0330 440 1624 Fax: 0330 440 1625 Textphone: 0330 440 1600 Email: [www.ombudsman-services.org/energy](mailto:www.ombudsman-services.org/energy).

## Help us get your bill right

Sending us regular meter readings helps us bill you accurately. It means we don't have to estimate how much you have used. You can submit them in any one of the following ways:

Online: [goodenergy.co.uk/meter-reading](http://goodenergy.co.uk/meter-reading)

By email: [meter-readings@goodenergy.co.uk](mailto:meter-readings@goodenergy.co.uk)

By phone: 0800 254 0000

By post: using the slip on the other side. If your meter has dials, mark the exact position of each pointer.

If you're having trouble reading your meter, please take a look at our meter reading guide at [goodenergy.co.uk/meter-reading-guide](http://goodenergy.co.uk/meter-reading-guide) or, give us a call on 0800 254 0000.

## Saving energy and money

### Energy efficiency advice:

Our Customer Care team can give you energy efficiency advice. Give them a call on 0800 254 0000.

### Top 3 tips to reduce your bill:

1. When your old bulbs run out, switch to LED bulbs - they use up to 85% less electricity.
2. Check the temperature of your fridge and freezer - the optimum temperature for a fridge is 3-5°C, and a freezer works best at -18°C. Both appliances function more efficiently if they are kept full and defrosted regularly.
3. When possible wash clothes at 30°C - this uses up to 40% less energy than using higher temperatures.

For more information or to download our energy-saving guide visit [goodenergy.co.uk/save-energy](http://goodenergy.co.uk/save-energy)

## Generating your own renewable electricity

### Feed-in Tariff:

Encouraging and developing independent renewable energy generation has always been at the heart of what Good Energy does. That's why we pioneered rewards for renewable generators almost a decade ago and support a growing community across Britain.

For more information on becoming a generator please visit [goodenergy.co.uk/generate](http://goodenergy.co.uk/generate)

For more information on our Feed-in Tariff service please visit: [goodenergy.co.uk/feedintariff](http://goodenergy.co.uk/feedintariff)

## Key terms

If you pay by Direct Debit we will arrange to collect payment in accordance with the mandate. For customers with a pre-payment meter, payment will be through the meter. Otherwise our payment terms are that you must pay your bill, by the agreed payment method, within 14 days from the invoice date on your bill.

If you fail to keep to your agreed payment terms or method of payment, we may change the payment method and unit rate, in line with our published tariff sheet or tariff information label.

If you are on a deemed contract (that is, where you have not entered into a contract with us but we already supply the property) you can leave at any time, with no penalty.

If you are in any other type of contract, the contract will continue until you decide to switch to another supplier or something happens that entitles us to end the contract.

There are no termination fees if you decide to switch supplier.

### About your meter readings:

A - An actual reading taken by a data collector on behalf of Good Energy

E - Our estimated reading based on historical actual readings



Monkton Reach  
 Monkton Hill  
 Chippenham  
 Wiltshire SN15 1EE  
 VAT number 811 3295 57

goodenergy.co.uk  
 customerservices@goodenergy.co.uk  
 0800 254 0000  
 @goodenergy

# Gas Used

## Gas supply: 183991

<b>MPRN</b> 3917353400	<b>Volume conversion factor</b> 1.02264
<b>Site Address</b> 57 DURBERVILLE DRIVE SWANAGE BH19 1QN	<b>24 hour emergency number</b> 0800 111 999
<b>Meter serial number</b> G4A02607770901	<b>Average usage for this period</b> -1 kWh/day
	<b>Average usage for the same period last year</b> 26 kWh/day

## Your details

Account Number	11101453
Statement Number	2284372
Invoice Date	15 Aug 2019

## About your tariff

Tariff name	Good Energy Gas
Fuel Type	Gas
Payment method	Fixed Direct Debit
Tariff end date	No contract end date
Your consumption in the last 12 months	9511 kWh

This information about your tariff is to help you compare it with others available

## Gas Used

A - Actual reading E - Estimate

Meter Serial	Date	Reading	Date	Reading	Calorific value (MJ/m3)	kWh
G4A02607770901	15/05/2019 (E)	07360	09/07/2019 (A)	07328	39.4	-358
G4A02607770901	09/07/2019 (A)	07328	15/08/2019 (E)	07351	39.4	257

## Gas costs

Charge period from 15/05/2019 to 14/08/2019

Cost of gas used (for -101kWh @ 4.7369p Per kWh)	£-4.79
Standing Charge (92 Days @ 30.0595p Per Day)	£27.65
Direct Debit Discount (92 Days @ -3.9123p Per Day)	£-3.60
<b>Total Before VAT</b>	<b>£19.26</b>
VAT: £19.26 @ 5%	£0.96
<b>Total charge this period, including VAT</b>	<b>£20.22</b>

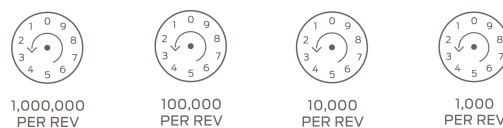
## Your meter reading

Account: 11101453

Please complete your meter reading using the boxes or dials to the right.

Your meter will have either 4 or 5 digits. Ignore any numbers in red or that are after a decimal point. If your meter has dials, mark the exact position of each pointer. Ignore the large dial, the red dials and any dials marked 100 per rev.

If you're having trouble reading your meter, please take a look at our meter reading guide at [goodenergy.co.uk/meter-reading-guide](http://goodenergy.co.uk/meter-reading-guide)




Please tick box if you would like an amended bill.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Meter point reference number (if known)	Day rate normal meter reading			
<input type="text"/>	<input type="text"/>			
Date you read the meter	Meter serial number (found on the front of your meter)			

You do not need to pay for postage to the Freepost address.

Good Energy 100% Renewable Electricity

## How to pay your bill

<b>Direct Debit:</b>	Equal instalments are automatically debited from your account each month. Not only is this less hassle for you; it helps us keep our prices down too. Setting up a Direct Debit is easy. Please call us on 0800 254 0000 and we will set up your Direct Debit. Alternatively, you can download a gas mandate at <a href="http://goodenergy.co.uk/gas-mandate">goodenergy.co.uk/gas-mandate</a> and pop it in the post.
	
<b>By telephone:</b>	Call 0800 254 0000 to pay over the telephone using a debit or credit card.
<b>By internet or telephone banking:</b>	To pay your gas bill quote: Good Energy Ltd S/C 30-91-99, A/N 00463501. Don't forget to mention your customer account number, which is on the front of this bill. Your bank may charge you for this service.
<b>By post:</b>	Please make your cheque payable to Good Energy Gas Ltd and submit it, along with the tear-off payment slip provided on the front page of your bill, to Good Energy Ltd, Monkton Reach, Monkton Hill, Chippenham, Wiltshire, SN15 1EE.
<b>By cash:</b>	Cash payments can only be made at a Lloyds bank branch. Please do not post your cash payment to us. To pay by cash you must provide the following information: 1) who you are paying - Good Energy Ltd, sort code 30-91-99, account number 00463501 and 2) your personal information - your full name and your Good Energy account number which you will find on the front of your energy statement.
<b>By Bristol Pounds:</b>	Please visit <a href="http://goodenergy.co.uk/how-to-pay-in-bristol-pounds">goodenergy.co.uk/how-to-pay-in-bristol-pounds</a> to find out how to set up your Bristol Pound account.
<b>VAT:</b>	If you're a business customer who has declared that a percentage of your gas is used for domestic purposes, you'll need to tell us about any change in your circumstances that might affect your declaration and the VAT you pay.

## Saving energy and money

<b>Energy efficiency advice:</b>	Our Customer Care team can give you energy efficiency advice. Give them a call on 0800 254 0000 or head to <a href="http://goodenergy.co.uk/save-energy">goodenergy.co.uk/save-energy</a> for more information.
----------------------------------	---

## Calculating your gas use

<b>Units used:</b>	We take the value of your previous meter reading away from your current one. The amount left is the number of units used during the billing period.
<b>Metric/Volume Conversion Factor:</b>	Gas meters measure usage in imperial or metric units. The front of your meter will show which type you have. Imperial meters count your gas in hundreds of cubic feet (hcf) and the meter will show 'ft3' next to the reading. Metric meters will display the units in m3. If you have an imperial meter the units used need to be converted into metric units and this is done by multiplying the units by 2.83.
<b>Volume Correction Factor:</b>	The volume of gas fluctuates based on temperature and pressure. To account for this, we multiply your usage by an industry standard factor of 1.02264.
<b>Caloric Value:</b>	The amount of energy in each unit of gas you use can change across the year. The calorific value varies making sure your bill reflects the amount of energy during the billing period. You'll find the current value in 'Gas used' overleaf.
<b>Kilowatt hour (kWh) conversion:</b>	Although your meter records in 'units', gas is charged by the kWh. To convert units used into kWh, the value is divided by 3.6.
<b>How we work out what you've used:</b>	$kWhs\ used = Units\ used \times (2.83\ if\ imperial\ meter) \times 1.02264 \times current\ calorific\ value / 3.6$

## Help us get your bill right

Sending us regular meter readings helps us bill you accurately. It means we don't have to estimate how much you have used. You can submit them in any one of the following ways:

Online: [goodenergy.co.uk/meter-reading](http://goodenergy.co.uk/meter-reading)

By email: [meter-readings@goodenergy.co.uk](mailto:meter-readings@goodenergy.co.uk)

By phone: 0800 254 0000

By post: using the slip on the other side. If your meter has dials, mark the exact position of each pointer.

If you're having trouble reading your meter, please take a look at our meter reading guide at [goodenergy.co.uk/meter-reading-guide](http://goodenergy.co.uk/meter-reading-guide) or give us a call on 0800 254 0000.

## Smell gas?

<b>Emergency number:</b>	If you smell gas, or suspect a gas leak, call the free gas emergency 24-hour service on 0800 111 999. This number should also be used if you have no gas, low or high pressure, or any other gas-related emergency.
<b>1</b>	
<b>Domestic customers:</b>	Turn the emergency control valve off at the meter. Do not enter gas-filled cellars or confined spaces. In the event of a fire, injury or any other non-gas-related emergency, please contact the appropriate emergency service.

## Customer care and complaints

<b>General enquiries:</b>	If you have a question or complaint, please get in touch on 0800 254 0000 or email. We're open Monday to Friday, 8:00am to 8:00pm & Saturday 8:00am to 1.00pm.
<b>Consumer futures:</b>	<b>Citizens Advice consumer service</b> The Citizens Advice consumer service provides free and independent help and advice to energy consumers on issues from contracts to making a complaint or advice if you're struggling to afford your bills. Refer to the 'Know your Rights' publication from the Citizens Advice consumer service by visiting <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a> or 03454 04 05 06
	<b>Ombudsman Services: Energy</b> The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use their services, and they are totally independent - so they do not take sides, and make their decision based only on the information available. Once 8 weeks have passed since you first told us about your complaint you have the right to refer it to the Ombudsman Services: Energy if you want to. PO Box 966, Warrington WA4 9DF Telephone: 0330 440 1624 Textphone: 0330 440 1600 Fax: 0330 440 1625 Email: <a href="mailto:enquiries@os-energy.org">enquiries@os-energy.org</a> Website: <a href="http://www.ombudsman-services.org/energy">www.ombudsman-services.org/energy</a>
<b>Moving home:</b>	Please tell us you are moving in advance and provide a final reading. Call us on 0800 254 0000.

## Key terms

If you pay by Direct Debit we will arrange to collect payment in accordance with the mandate. For customers with a pre-payment meter, payment will be through the meter. Otherwise our payment terms are that you must pay your bill, by the agreed payment method, within 14 days from the invoice date on your bill.

If you fail to keep to your agreed payment terms or method of payment, we may change the payment method and unit rate, in line with our published tariff sheet or tariff information label.

If you are on a deemed contract (that is, where you have not entered into a contract with us but we already supply the property) you can leave at any time, with no penalty.

If you are in any other type of contract, the contract will continue until you decide to switch to another supplier or something happens that entitles us to end the contract.

There are no termination fees if you decide to switch supplier.

### About your meter readings:

- A - An actual reading taken by a data collector on behalf of Good Energy
- E - Our estimated reading based on historical actual readings