

ScottishPower
gas and electricity

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Block

Mrs A Sample
123
1 Sample Street
Sample
PXX XXX



Moving Home? Call us on 0845 270 7008 up to 7 days before you move with your account number, meter reading and new address.

Dear Mrs A Sample

Your gas and electricity statement

1 Account Number: XXXX XXXX XXX
For the period: 01/12/08 to 14/01/09

2 Balance on your account before this new statement	-£57.31
Your gas charges	£56.30
Your electricity charges	£102.63
Discounts	-£2.86
VAT	£7.81

Your total charges are **3** **£106.57**

Please see the reverse of this page for a full breakdown of your charges.

No further action is required.

Thank you for being a ScottishPower customer.

This is not a tax invoice.

Date: 15/01/09 **4**
Package: Discounted Energy Online Oct 2009

Before you contact us

Please have your meter readings ready before telephoning our customer services centre. **5**

Tel No: [REDACTED]
We may record calls for security and training purposes. We are open Monday to Friday 8am - 7pm, Saturday 8.30am - 1pm.

@ Web Site: www.scottishpower.co.uk

Email: www.scottishpower.co.uk/contactus

Your electricity supply number is:

S	01	801	100	6
	18	0003	3581	760

Any additional supply numbers are shown overleaf

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At ScottishPower we're committed to getting our customers a better deal in both the short and long term. That's why we look for common sense ways to save you time and money.

Visit www.scottishpower.co.uk today to make sure you are on our best deal.

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- 1. Account Number:** This is your unique customer number which you will need to quote if you contact your supplier.
- 2. Bill Summary:** Your bill summary shows charges, discounts and VAT over the billing period.
- 3. Total Charges:** This is the amount you are required to pay.
- 4. Date and Package Details:** This is the date your bill was issued, and also the name of your tariff.
- 5. Contact Information:** Suppliers must provide this information in case you need to contact them about your account.
- 6. Electricity Supplier Number:** Your electricity supply number (or MPAN) is a unique number assigned to your meter. This is usually located on the front of your bill and can also be found on the meter itself.
- 7. Message Panel:** The message panel features pricing information, special offers and announcements.

Details of your account:

8 A minus sign (-) shown means a credit amount.
 This statement replaces any previous statements you have received in this period.

Balance on your account before this new statement		Total (£)
Balance on your previous statement		£34.55
Cancelled Electricity charge	01/12/08-29/12/08	-£73.97
Cancelled Gas charge	19/12/08-29/12/08	-£13.51
Cancelled VAT		-£4.38
		-£57.31

How we calculated your statement

9 Your electricity charges A = Actual read, E = Estimated, C = Customer read **Total (£)**

Period 01/12/08 to 17/12/08

Description	Start	End	Units	Price(kWh@p)	Total (£)
Discount Energy - NSC Domestic Tariff :Secondary				450@11.172	£50.27
Discount Energy - NSC Domestic Tariff :Primary				41@15.606	£6.40
Meter: XXXXXXXXXX	47000E	47491C	491		

Period 18/12/08 to 14/01/09

Description	Start	End	Units	Price(kWh@p)	Total (£)
Discount Energy - NSC Domestic Tariff :Secondary				315@11.172	£35.19
Discount Energy - NSC Domestic Tariff :Primary				69@15.606	£10.77
Meter: XXXXXXXXXX	47491C	47645C	154		
Meter: XXXXXXXXXX	47645C	47875C	230		

Total electricity **£102.63**

Your gas charges A = Actual read, E = Estimated, C = Customer read **Total (£)**

Period 19/12/08 to 14/01/09 (Calorific value: 40.1 Volume correction: 1.022640)

Description	Start	End	Units	Price(kWh@p)	Total (£)
Discount Energy - NSC Domestic Std :Secondary				1291@3.296	£42.55
Discount Energy - NSC Domestic Std :Primary				338@4.069	£13.75
Meter: XXXXXXXXXXXXXXX	11167E	11201C	34		
Meter: XXXXXXXXXXXXXXX	11201C	11310C	109		

Total gas **£56.30**

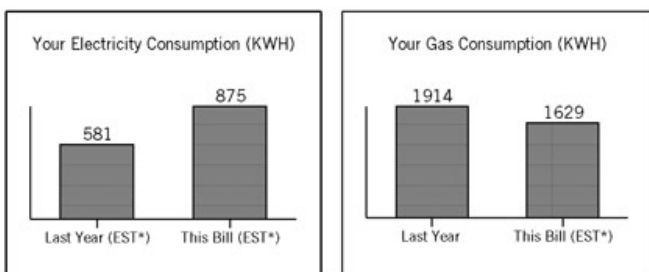
Thank you for providing your meter reading, this has been used to calculate your statement.

Discounts	Total (£)
Gas & electricity discount	-£1.72
Internet discount	-£1.14
Total Discounts	-£2.86

Your total charges	Total (£)
Total charges excl VAT	£156.07
VAT at 5.00% on £156.07	£7.81
Your total charges are	£106.57

10 Your total charges are

Your energy consumption - this bill period compared to the same period last year



Got a question about this comparison? You will find answers to frequently asked questions on www.scottishpower.co.uk/consumption

* EST means we have used one or more estimated readings to compare your consumption.

Meter point reference number

XXXXXXXXXX **11**

Other important information

12 A. In case of emergency: electricity

If you have a power cut or you notice ScottishPower Energy Networks equipment that has been damaged or causes concern, please call [redacted] or, write to SP Transmission & Distribution, New Alderton House, Dove Wynd, Bellshill, ML4 3FF. Lines open 24 hours.

B. In case of emergency: gas

Please call [redacted] **straightaway**. Lines open 24 hours.

Contacting your Gas Transporter:

To identify your gas transporter and obtain contact details please call 0870 160 0229.

13 C. Customers with impaired hearing

If you have a minicom textphone please call [redacted]. This number will not respond to ordinary telephones.

14 D. How to calculate your gas charge

Subtract the previous meter reading from the present meter reading (if you have an imperial meter, multiply the figure by 2.83). Now multiply the answer by the calorific value and the correction factor and then divide by 3.6 to give the number of kilowatt hours.

15 E. Customer Charters/Priority Service

Customer Charters are available for: Prepayment, Special Needs, Handling your Enquiry or Complaint, Paying your Bill, Visiting your Premises. Go to www.scottishpower.co.uk or call for a free copy. We maintain a register for customers with special needs. Contact us for more information.

16 F. Customer Service

We are confident your query will be resolved satisfactorily. If after contacting our Customer Service Centre you remain unhappy with the way your complaint was handled, please ask to speak to our Customer Care Team. If your complaint is not resolved within 8 weeks, or you receive our final response letter, you can contact the independent Energy Supply Ombudsman on 0845 055 0760. www.energy-ombudsman.org.uk. Alternatively, for clear, practical and impartial consumer advice call Consumer Direct on 08454 04 05 06 or visit www.consumerdirect.gov.uk

G. Energy Efficiency

View your consumption information at www.scottishpower.co.uk/myaccount. You can find tips and advice at www.scottishpower.co.uk or by calling our advice line on 0800 33 22 33.

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8. Account Details: This section shows details of your recent payments and dates they were made.

9. Bill Breakdown: This is probably the most important part of your bill as it shows how you've been charged. This includes kWhs used, standing charges, discounts and VAT. Suppliers must show the period you are being billed for, your meter readings at the start and end of the period, and the unit prices you are being charged.

Note that the meter readings are followed by an 'A' (Actual Reading), 'E' (Estimated Reading) or 'C' (Customer reading). If your readings are estimated, it is likely that your usage has not been calculated correctly. It is therefore important to provide meter readings regularly, such as each quarter.

It's also useful to know that if you are charged at both higher and lower unit rates for your energy (for example, you may be charged 5 pence per kWh for the first 1000 kWh used, and 3 pence per kWh thereafter), this is shown on a pro-rata basis. So using this example, if you receive your bills on a quarterly basis, you will be charged the higher rate for the first 250 kWh used during that quarter. This is so that the higher unit rate is spread equally across the year.

10. Total Charges: Your total charges are shown again here (see 3).

11. Meter Point Reference Number: This is your MPRN, which is a unique number assigned to your gas meter. It's found on the meter itself, and also on your gas bill.

12. In Case of Emergency: Suppliers must provide details of who to call in case of electricity or gas emergencies, such as a loss of supply.

13. Minicom Services: These are details for those who are hard of hearing.

14. Calculating your Gas Charge: This section explains how your gas charge has been calculated.

15. Codes of Practice/Priority Service: This section advises on your supplier's additional services – including customer complaints, special needs and prepayments.

16. Customer Service: This section should advise you what to do if you are unhappy with the service you are receiving, or if you have any unresolved issues. Your supplier should also include contact details for the energy ombudsman.

17. Consumption Graph: This section shows your present energy consumption, compared to the same period last year. You can use this information to monitor and reduce how much energy you use, thereby saving you money.

Confused.com would like to thank Scottish Power for allowing us to reproduce their sample bill.