

# Your energy statement

Mr Frank O'Gorman

6 EDDEYS LANE  
HEADLEY DOWN  
BORDON  
GU35 8HU

## Your Details

Account number	10263916
Statement	1232857
Invoice date	26 Jun 2017

## Customer news

### Launching Green Gas

Now our gas does good too. 6% is from biomethane: gas produced from organic matter here in the UK and 100% is carbon neutral - balanced through a range of certified carbon reduction schemes.

Find out more: [www.goodenergy.co.uk/green-gas](http://www.goodenergy.co.uk/green-gas)

## Account activity: 21/04/2017 - 26/06/2017

Previous balance	Charges	Credits	New balance
£348.80	£66.52	£-348.80	£66.52

## Transactions

Previous balance	£348.80
Electricity Charges	£63.35
VAT £63.35 @ 5%	£3.17
<b>Total new charges</b>	£66.52
Payments received	£-348.80
<b>Your new balance - This amount will be debited from your account on or shortly after 10/07/2017</b>	<b>£66.52</b>

Please see overleaf for a detailed breakdown of your bill

## Could you pay less?

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

You are already on our cheapest similar tariff

You are already on our cheapest overall tariff

### 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](http://goodenergy.co.uk) for details.

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

## Payments and credits received

Direct Debit Bank Variable on 10 May 2017 thank you	£348.80 CR
<b>Total credits applied</b>	<b>£348.80 CR</b>

## Good Energy cheque remittance

## Statement 1232857

Account number	10263916	Amount due	£66.52
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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

£



# Electricity Used

## Electricity supply: 154846

### MPAN

S	01	801	100
	20	0001 7220	374

### Site address

6 EDDEYS LANE  
HEADLEY DOWN  
BORDON  
GU35 8HU

### Meter serial number

S11R20867

### Rota block code

Q

**24 hour emergency number**  
105**Average usage for this period**  
13 kWh/day**Average usage for this period last year**  
12 kWh/day

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## About your tariff

Tariff name	Good Energy Standard
Fuel type	Electricity
Payment method	Variable Direct Debit
Tariff end date	No contract end date

Your consumption in the last 12 months	4289.4 kWh
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This information about your tariff is to help you compare it with others available.

## About your Tariff Comparison Rate (TCR)

TCR	18.14 p/kWh
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This is the TCR for your tariff. You can use your TCR as a guide to compare the cost of your electricity tariff between suppliers. The TCR is not an actual price and is based on the consumption of a typical user of electricity (3100 kWh/year) and includes any applicable discounts. The actual cost will depend on your personal consumption. Call us on 0800 254 0000 or visit our website for details on your tariff and on the calculation of the TCR.

## Electricity used

A - Actual reading E - Estimate

Meter Serial		Date		Reading	Date		Reading	kWh
S11R20867	Any Time	21/04/2017	(A)	26567.0	21/05/2017	(E)	26955.0	388

## Electricity costs

Charge period from 21/04/2017 to 20/05/2017

Cost of Electricity used (for 388kWh @ 14.51p Per kWh)	£56.30
Standing Charge (30 Days @ 23.49p Per Days)	£7.05
Total Before VAT	£63.35
VAT: £63.35 @ 5%	£3.17
Total charge this period, including VAT	£66.52

## Your meter reading

Account number: 10263916

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

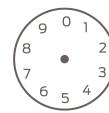
If your meter has dials, mark the exact position of each pointer. If you are not sure how to read your meter, please ring us on 0800 254 0000.

Date you read the meter

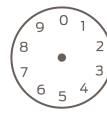
☐ Please tick box if you would like an amended bill.

Night rate low meter reading

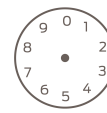
Day rate normal meter reading



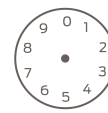
10,000



1,000



100



10



1kWh

## 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: [Website: www.ombudsman-services.org/energy](mailto:).

## Saving energy and money

### Energy efficiency advice:

#### Top 3 tips to reduce your bill:

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

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.

## 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.

### 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