



sse.co.uk



As you get your bills by email, it's easy to get help online at sse.co.uk

Stratfield Mortimer Parish Council
Parish Office Council
27 Victoria Road
Mortimer
Reading
RG7 3SH

Here's your electricity statement

For the period: 21 December 2021 to 16 March 2022

Dated: 17 March 2022

For: Plot 1 Fairground Opp Horse (Dwc445A01), The Street,
Mortimer, Reading, RG7 3RD

Your previous statement

You owed us	£23.62
Your payments, thank you	£23.62 credit

Balance after your payments £0.00

This statement - estimated

Electricity charges	£20.72
---------------------	--------

Total charges this statement £20.72

We've explained your statement in detail over the page...

You owe us £20.72

We'll collect this amount by Direct Debit on or soon after 3 April 2022.

Your electricity
account number:

79935 04313

Take control, it's much easier online

We've got lots of ways to make life easier, you can

- Pay online or set up a Direct Debit
- Find a better tariff and switch in a few clicks
- Give us a meter reading
- See all your bills in one place
- Download the SSE App

To log in to your account,
simply scan the QR code or visit
sse.co.uk/pod-online



Your estimated reading

You can give us a reading any time at sse.co.uk or
by calling our Meterline on 0345 071 9594.

Why not upgrade to a smart meter? You can see
how much energy you're using and what it's
costing. Plus, they send your meter readings to us
automatically. Find out more at sse.co.uk/smart.

Could you pay less?

Your Personal Projection

We estimate your Personal
Projection of costs for the next
12 months will be **£158.33**,
including VAT and any
discounts. For more
information see overleaf.

Our cheapest similar tariff

Good news - you're already on our
cheapest Evergreen tariff. We'll let you
know at least once a year if this
changes.

Our cheapest overall tariff

Good news - you're already on our cheapest
overall tariff. We'll let you know once a year if
this changes.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options. If you drive an electric vehicle, our OVO Drive plan might be cheaper for you. You can call us on 0330 303 5063 or visit ovoenergy.com/electric-cars/ev-tariff to learn more about it. Eligibility criteria and T&Cs apply.

Remember, it might be worth thinking about switching your tariff or supplier. Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future.

Turn over for more information about your tariff and the next page for more information about how much energy you're using.

About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard	Tariff ends on	No end date
Tariff type	Evergreen (A tariff with no end date or exit fee)	Price guaranteed until	Not Applicable
Payment Method	Direct Debit	Exit fee (if you end your contract early)	No exit fee applies
Unit rate	28.46p per kWh	Discounts and additional charges	Not applicable
Standing charge	43.39p per day	Additional products or services included	Not Applicable

Estimated cost for you on this tariff

This is based on how much electricity you use and is an estimate of your electricity costs for the year ahead. It includes any discounts and VAT at 5%.

Your estimated annual usage 0.00kWh
Your personal projection £158.33

Our prices will change on 1st April 2022. The new prices are shown in this table and are included in your estimated cost for the year ahead.

Here's your statement explained for the period 21 December 2021 to 16 March 2022

for Plot 1 Fairground Opp Horse (Dwc445A01), The Street, Mortimer, Reading, RG7 3RD

K

Your payments

Payment Received 8 Jan 2022 £23.62 credit

Your total payments, thank you £23.62 credit

Your charges

The electricity you've used - estimated

	Reading last time	Reading this time	Total used
Meter: S12R28114			
Standard energy	26[E]	26[E]	0 kWh

kWh

kWh stands for kilowatt-hour. It's the unit used to measure electricity and is recorded by your meter.

Your electricity charges this period

Your tariff is Standard

Standard energy	0 kWh	at 19.69p	£0.00
Standing charge	86 days	at 22.96p	£19.74
VAT 5.00% (on charges of £19.74)			£0.98

Total electricity charges this period £20.72

If you have capped prices on a standard variable tariff, your standing charge and unit rates will be reduced for paying by Direct Debit. Your discount will vary depending on how much energy you use, where you live and your meter type.

Key contractual terms

Ending this contract

You may end your contract at any time without being charged an exit fee, but you must give us 28 days notice (unless we agree to a shorter notice period) and pay us any money you owe us.

Additional Charges

We may charge you for visits, tests or work carried out at your request. Details of these charges are available on request.

Your supply number

S 01 801 100
20 0005 5407 504



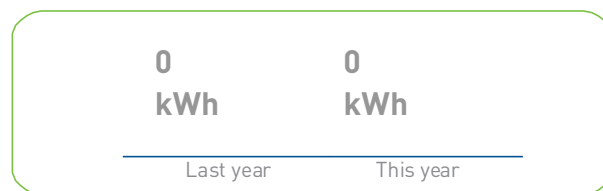
Rated **Excellent** on Trustpilot



Your electricity usage

We've worked out you've used a similar amount of electricity this period compared to the same period last year. This is based on an estimated reading for this bill.

Find out how you can reduce the amount of electricity you use with our energy saving advice at sse.co.uk/beinggreen or call us on 0800 072 7201.



How we've worked out your personal projection

Your estimated cost is based on how much energy we expect you to use in the next twelve months. We've included all applicable discounts and VAT at 5%. We use our standard variable prices in your projection. These prices could increase in future.

This information allows you to understand your future energy costs and compare your tariff with others.

How we can help you pay less

Enter your postcode at sse.co.uk and follow the instructions. You'll get an estimate and details for each of our tariffs. So it's easier to pick the right one for you.

Call 0345 076 0194 and we'll help you find the best tariff for you. We're open Mon-Fri 8am-8pm Sat 8am-6pm

You might want to consider one of our lifestyle meters, depending on when you use electricity.

Scan this image to download your key energy data to your smartphone or tablet. This could help you see if there are better deals available in the market.



Independent advice about switching tariff or supplier

For impartial advice on switching supplier contact Citizens Advice. www.citizensadvice.org.uk 0808 223 1133. Calls are free.

If you'd like to reduce your costs by using less energy, the Energy Saving Trust can help you, visit www.energysavingtrust.org.uk

If you use online switching sites, Ofgem has a Confidence Code to ensure consumers receive accurate, detailed and unbiased price comparisons. www.ofgem.gov.uk

Do you need more help?

Contacting us

You can view and manage your account online at sse.co.uk, alternatively you can call us on 0345 076 0194 (we're open Mon-Fri 8am-8pm Sat 8am-6pm). You can also email customerservice@sse.co.uk, or if you prefer you can write to us at Customer Service, SSE, PO Box 29977, Glasgow G67 9DW.

Paying for your energy

Everyone can have trouble paying for their energy bills now and then. If you're struggling with your bills, please get in touch as we offer a range of payment plans to help you. Find out more information at sse.co.uk/annual-paying-your-bills.

Priority Service Register

We know that everyone's needs are different. That's why we have our Priority Service Register - to give you more help when you need it most. The scheme provides access to a wide range of services including bills, statements and letters in an adaptive format (such as Braille and large print). We also offer additional support, such as password service, help reading your meter and priority in the event of power loss. Find out more information at sse.co.uk/annual-psr.

Power cut or electricity emergency?

Call 0800 072 7282 immediately (open 24 hours).

or



If you need to contact your **local network operator**, call 0800 048 3516 or write to Southern Electric Power Distribution PLC, 1 Forbury Place, 43 Forbury Rd, Reading RG1 3JH.

If you can't access information on our website or would like a printed copy of any of our statements or procedures, please write to SSE, PO Box 7506, Perth PH1 3QR. We'll arrange for a printed copy to be sent to you.

If things go wrong

If we've disappointed you, just follow these steps. Remember we're part of the OVO family, so please don't contact SSE PLC which is a separate company, please get in touch with us at SSE Energy Services if you need help:

1. Call us on 0345 076 0194 and we'll do our best to help you. We record some calls to help us improve our service.
2. If you're unhappy with the progress we're making in resolving your complaint, you can call us on 0345 070 7373 and ask for an escalated review of your complaint. You can find details of our Complaint Handling procedure at sse.co.uk.
3. If six weeks have passed or we have reached 'deadlock', you can choose to contact Ombudsman Services: Energy. They can carry out a free independent review on your behalf and any decision they make will be binding on us, but not on you. You can call them on 0330 440 1624, email Enquiry@Ombudsman-Services.org, visit www.ombudsman-services.org or write to PO Box 966, Warrington WA4 9DF.

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support. Go to www.citizensadvice.org.uk/energy or call them on 0808 223 1133. Calls are free. You can also get further guidance (called Know Your Rights) at sse.co.uk/regulatoryinformation.