

Mr R Burgon Mp
Constituency Office The Former Prebytery
Our Lady Of Good Counsel
Rosgill Drive
Leeds
LS14 6QY



sse.co.uk



Mon-Fri 8am-8pm Sat 8am-6pm
0345 026 2658

0345 704 5038

Pay by debit or credit card using Cardline,
our automated payment service.

Manage your account online

You can change tariff, see previous bills, make payments and more at sse.co.uk/my-account

Your electricity
account number:



Here's your electricity bill

For the period: 05 December 2020 to 04 March 2021
Dated: 15 March 2021
For: 3025P Our Lady Of The Counsel Presbytery, Rosgill
Drive, Seacroft, Leeds, LS14 6QY

Your previous bill

You owed us	£100.25	
Your payments, thank you	£100.25 credit	
Balance after your payments		£0.00

This bill

Electricity charges	£94.33	
Total charges this bill		£94.33

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

Payment is due now **£94.33**

Take control, it's easier online

Coronavirus has changed all our lives and we're working hard to look after all our customers. To help us do this, please use our website where possible at sse.co.uk.

Take advantage of our online services to manage your account quickly and at any time. You should set up an online account at sse.co.uk/my-account

Here's what you can do online:

- Submit your meter readings
- Set up a Direct Debit
- Review and pay your bill
- Get answers with our FAQs or webchat
- Change to a tariff that might suit you better

Ways to pay

Why not spread the cost of your bills by Direct Debit, or pay your bills quickly and securely online by visiting sse.co.uk/login.

For details of these and other ways to pay, visit sse.co.uk/ways-to-pay or see the back page.

Could you pay less?

Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£395.95**, 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. However, paying by Direct Debit, you could save **£31.09** a year.

Our cheapest overall tariff

By switching to SSE Online Smart Saver Economy 7 (subject to limited availability) and paying by Direct Debit, you could save **£40.60** a year.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options.

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 Economy 7	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	Cash / cheque	Exit fee (if you end your contract early)	No exit fee applies
Day energy unit rate	20.18p per kWh	Discounts and additional charges	Not Applicable
Night energy unit rate	14.85p per kWh	Additional products or services included	Not Applicable
Standing charge	31.58p per day		

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	1,465.98kWh
Day energy	1,184.99kWh
Night energy	280.99kWh
Your personal projection	£395.95

Our prices will change on 1st April 2021. The new prices are shown in this table and are included in your estimated cost for the year ahead.

Here's your bill explained for the period 05 December 2020 to 04 March 2021

for 3025P Our Lady Of The Counsel Presbytery, Rosgill Drive, Seacroft, Leeds, LS14 6QY

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Your payments

Payment Received 24 Dec 2020 £100.25 credit

Your total payments, thank you

£100.25 credit

Pay by Direct Debit

Get peace of mind by spreading your payments over the year.

Your charges

The electricity you've used - actual

Meter	Reading last time	Reading this time	Total used
Day energy	34803	35112	309 kWh
Night energy	12844	12913	69 kWh

kWh

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

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 electricity charges this period

Your tariff is Standard Economy 7

Day energy	309 kWh	at 17.59p	£54.35
Night energy	69 kWh	at 12.53p	£8.64
Standing charge	90 days	at 29.83p	£26.85
VAT 5.00%			£4.49
(on charges of £89.84)			

Total electricity charges this period

£94.33

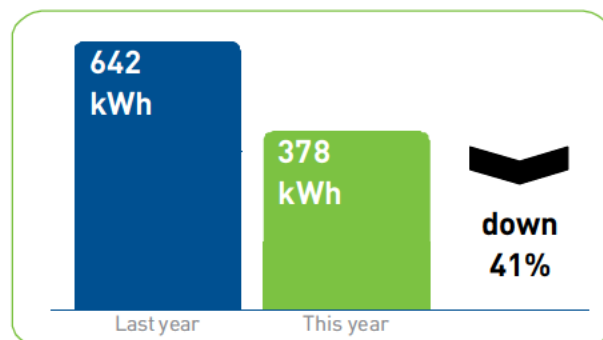
Your supply number

[Redacted]

Your electricity usage

We've worked out you've used less electricity this period than in the same period last year. This is based on an actual 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 026 2658 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 026 2658 (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 375 675 immediately (open 24 hours).

or



If you need to contact your **local network operator**, call 0845 602 4454 or write to Northern Power Grid, Yorkshire, Lloyds Court, 78 Grey Street, Newcastle upon Tyne NE1 6AF.

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:

1. Call us on 0345 026 2658 and we'll do our best to help you. We record some calls to help us improve our service.
2. If you're still unhappy after you've spoken with us, contact our Head of Customer Service Team by calling 0345 071 9853 or email headofcustomerserviceteam@sse.com. You can also use our online complaint form at sse.co.uk or write to The Head of Customer Service, SSE, PO Box 7506, Perth PH1 3QR. 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.

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Ways to pay



To make payments, set up a monthly direct debit or manage your account online, visit sse.co.uk



To pay by Credit/Debit card call us on **0345 704 5038**.



You can pay without charge at an Post Office, Nat West Bank, a branch of your own bank or Paypoint. Paypoint and some Post Offices will only accept cash.