Mr Simon Debski
6 Russell Street
Queensbury
Bradford
BD13 2PH

www.avroenergy.co.uk

0330 058 2005

OPENING HOURS
MONDAY - THURSDAY
9:00AM - 5:30PM
FRIDAY 9:00AM - 4:30PM

Your Gas & Electricity Bill

Your current balance is £171.93 Debit

Take a look inside for a breakdown of your monthly bill – this bill has been calculated using the most up-to-date meter readings available.

You'll find how we have calculated your current balance and further information including your energy usage and your tariff details.

You are on our Direct Debit scheme so you do not need to take any further action unless we require you to do so.

If you feel you are paying too much or too little, take a meter reading and submit online via your myAvro account or give us a call.

SUPPLY ADDRESS

6 RUSSELL STREET
QUEENSBURY
BRADFORD
BD13 2PH

ACCOUNT NUMBER

AVR1641958

STATEMENT NUMBER

14671595

STATEMENT DATE

18th May 2021

STATEMENT PERIOD

18th Apr 2021 - 18th May 2021

TARIFF

Simple Energy

Could you pay less?

We estimate your annual cost for the next 12 months as:

Gas	£410.74
Electricity	£531.27

These prices include standing charges, unit rates and VAT.

Remember – it may be worth thinking about switching your tariff or supplier.

Need More Details?
See Next Page

Your Detailed Bill Information

CURRENT BALANCE	THIS BILL
£171.93 DR	**£69.48 DR**

Electricity

Meter Point Administration Number (MPAN)	S	01 801 100	23 2208 3340 018
Meter Serial Number			FF98K17037
Tariff			Simple Energy
Charge period from **18th Apr 2021** to **18th May 2021**			
Meter Readings			
E	18th April 2021		64393.8
E	18th May 2021		64611.7
Price £/kWh	**£0.151500**	**kWh Used**	**217.9**
Cost of Electricity Used			£33.01
Standing Charge for 30 days			£6.00
Subtotal			£39.01
VAT at 5%			£1.95
Cost of Electricity Supplied (including VAT)			**£40.96**

Gas

Meter Point Reference Number (MPRN)			1807447301
Meter Serial Number			G4A01312271301
Tariff			Simple Energy
Charge period from **18th Apr 2021** to **18th May 2021**			
Meter Readings			
E	18th April 2021		5717.7
E	18th May 2021		5781.7
Meter Units Used in the charge period			64.00
Price £/kWh	**£0.029100**	**kWh Used**	**727.2**
Cost of Gas Used			£21.16
Standing Charge for 30 days			£6.00
Subtotal			£27.16
VAT at 5%			£1.36
Cost of Gas Supplied (including VAT)			**£28.52**

Explaining Your Gas Statement

Volume Conversion Factor: converts your meter units to metric. Imperial meter - 2.83 or Metric meter - 1.00

Volume Correction: Accounts for changes in your volume of gas based upon temperature and pressure. Industry Standard of 1.02264

Calorific Value: the measurement of the energy content of gas which varies throughout the year

Convert to kWh: Divide by 3.6 to give number of kilowatt-hours

Formula	
Meter Units	64.00
Volume Conversion Factor	1.00
Metric Units	64.00
Volume Correction	x 1.02264000
Calorific Value	x 40.0
Convert to kWh	/ 3.6
kWh Used	**727.2**

Your Current Balance and Tariff

CURRENT BALANCE

£171.93 Debit

Previous Balance	£-160.66
New Charges	£69.48
Payments Received	£58.21

Payments Received

Date	Description	Amount
09/05/2021	Monthly Direct Debit	£58.21

Tariff Information

The information below gives you all the details of your current tariff, and everything you need to compare it with others.

We do not tie you into any contract or charge you exit fees if you decide to leave.

Tariff Name	Simple Energy
Payment Method	Monthly Direct Debit
Tariff End Date	None
Exit Fees	None

Estimated Annual Usage

Electricity	2857.9 kWh
Gas	10934 kWh

Submitting your Meter Readings

Your Online Account

You can submit meter readings and make additional payments via your online account by logging in at avroenergy.co.uk



Via Phone

You can submit meter readings and make additional payments over the phone by calling 0330 058 2005



Via Email

You may also submit meter readings by emailing metering@avroenergy.co.uk



Help and Support

Contact Us

www.avroenergy.co.uk

0330 058 2005

Monday - Thursday 9:00AM - 5:30PM

Friday 9:00AM - 4:30PM

Avro Energy Limited

Wheatfield House

Wheatfield Way

Hinckley

LE10 1YG

Unhappy... Let Us Know

Give Us a Call

0330 058 2005

Email At

support@avroenergy.co.uk

Search for us on Facebook or
Tweet Us **@avroenergy**

Difficulties Paying?

We know that sometimes it's hard to pay a bill. If you're having difficulties, let us know as soon as you can and we'll do what we can to help.

Looking out for you

If you're registered disabled, are of pensionable age, have a hearing or visual impairment or have long term ill health, we may be able to provide additional services to help you. Simply call or email for further information.

Smell Gas?

Call the National Grid Emergency Service on

0800 111 999

24 Hours A Day, 7 Days A Week

If you smell gas:

- Open your doors and windows
- If you can, turn off the gas supply

Do not:

- Turn electrical switches on/off
- Use matches or flames
- Use mobile phones

Power Cut

If you have a power cut, call your Local Network Operator
0800 375 675

Moving Home? Take Us with You

If you're planning on moving or thinking of leaving us, let us know as soon as possible or at least 3 working days before you plan to move. If you don't tell us you may be billed for the energy used by the next occupier.

Call us on 0330 058 2005 or email support@avroenergy.co.uk

- Your Full Name, Telephone and Account Number
- Full Address of your Old and New Home
- Date of Move or Switch
- Up to Date Meter Readings

Advice

It's easy to get free, independent advice so that you know your rights as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. Visit www.citizensadvice.org.uk/energy for up to date information contact the Citizens Advice Consumer Service on 0345 404 0506

Complaints

We aim to provide the best customer journey at Avro, however we understand that things can go wrong. If you would like to make a complaint you can call our customer service team on the number above. If your complaint is not resolved it can be escalated to a manager. If you are still unhappy, your complaint can be escalated to our Head of Customer Services. If, after 8 weeks you are still dissatisfied you may then approach the Energy Ombudsman on 0330 440 1624 or www.ombudsmanservices.org/energy