Lost power? Call free: 105 (24hrs)

SCOTTISHPOWER

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227GO
1 YOUR TEXT HERE
2 YOUR TEXT HERE
3 YOUR TOWN HERE
4 YOUR COUNTY
5 YOUR POSTCODE

EPG Savings applied
see overleaf for more details

Bill date: 04 Dec 2023
Supply address: YOUR ADDRESS GOES HERE, USE COMMA'S BETWEEN WORDS,

Your electricity bill explained

Bill period:	04 Dec 2023 - 03 Jan 2024 Standard
Your tariff:	- Monthly bill
Electricity reading:	30 Nov 23 - 37702 (estimate) Night
	30 Nov 23 - 7948 (estimate) Day

How we've worked it out (full details on page 3)

Summary	Credit	Debit
Starting balance - your last bill	£165.72	
You've paid	£0.00	
Your new costs		£57.20
Totals	£165.72	£57.20
Your new account balance	**£108.52**	

Our cheapest tariffs

Turn over to find out more and discover if we have a cheaper tariff for you.

Account number:
1234 5678 123

Action required

Your meter readings are needed to confirm your balance.

Your account balance is **£108.52** (in credit)

Keep your bill accurate

We need your electricity meter reading(s)

Please provide your reading(s) today:

scottishpower.co.uk/entermeterreads

Use the ScottishPower App

Call free **0800 027 8000** (24hrs)

Say goodbye to estimated bills - register for a smart meter: **scottishpower.co.uk/smartbook**

Prefer to pay by Direct Debit?

You can set up a Direct Debit to make regular monthly payments - all you need is your bank details, account number and postcode. Get set up at **scottishpower.co.uk/directdebitapply** or download the ScottishPower App

Here to help

scottishpower.co.uk/getintouch

0345 270 0700
Monday to Friday: 9am - 5pm

Need advice? Go to our help page

Tell me more about my tariff

Below are the details for your current tariff. You can use this information to help you budget and to compare and switch tariffs with confidence.

	Electricity
Tariff name	Standard
Tariff type	Variable Price
Payment method	Monthly bill
Early exit fee	Your tariff does not have any exit fees
Tariff end date	Your tariff does not have an end date

Your tariff costs

	Electricity
Unit rate - All/Day per kWh	46.308p
Unit rate - Night per kWh	16.850p
Standing Charge per day	47.410p
Estimated energy used in the last 12 months	2,146 kWh - Night 327 kWh - Day
Estimated annual costs*	£714.87

Let's see if you could pay less

Our cheapest tariff	**Good news!** You're already on our cheapest **overall** tariff
Cheapest tariff features	Offline · Variable Price · Monthly bill

You always have a choice

Don't forget - if you don't find a tariff to suit your needs, you can always switch supplier. Visit **scottishpower.co.uk/myaccount** to view our range of tariffs.

Compare your tariff

Scan this image to download your energy data - use it to check if you are on the best tariff.

*Your estimated annual costs are based on your previous 12 months' energy use (from actual meter reads or best estimates), applicable tariff prices and include VAT (excludes your current balance). Your estimated annual costs will vary if your tariff prices or energy use changes.

How do you work out my bill?

Here's a breakdown of your payments and costs for this billing period. View a simple explanation of your bill at **scottishpower.co.uk/simplebill** or register at **scottishpower.co.uk/register**

	Credit	Debit
Starting balance - your last bill	**£165.72**	
Your balance carried forward	**£165.72**	

Electricity costs		Credit	Debit
Meter number: H07EJ01778			
Standard - Monthly bill			
04 Dec 2023	Estimated read: 7922		
03 Jan 2024	Estimated read: 7948		
Electricity units used	26 = 26 kWh		
Day rate	26 kWh x 46.308p		£12.04
Standing Charge	33 days x 47.410p		£15.65
Standard - Monthly bill			
04 Dec 2023	Estimated read: 37543		
03 Jan 2024	Estimated read: 37702		
Electricity units used	159 = 159 kWh		
Night rate	159 kWh x 16.850p		£26.79
Total electricity costs			**£54.48**

Summary	Credit	Debit
Total electricity costs		£54.48
VAT 5.00% on £54.48		£2.72
Total costs for this period		**£57.20**
Your balance carried forward	£165.72	

Your new account balance	**£108.52**	

HM Government has introduced an Energy Price Guarantee which limits the amount you can be charged per unit of gas or electricity, effective from 1st April 2023. If you claim benefits you will entitled to the winter fuel allowance.

Meter type: Economy 7
Your electricity supply number:

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	10	1746 9229	435

Where can I find help?

If you're moving home:

Complete your home move online in a few simple steps at **scottishpower.co.uk/moving-home**. Don't have an online account yet? Register at scottishpower.co.uk/register or call us on 0800 280 2940. You'll need your moving dates and meter readings. Use our change of address check list to make sure you don't forget anything.

If something's wrong:

If you have a complaint about our products or service, please call us on **0345 270 0700** so we can resolve your issue as quickly as possible. See our complaint handling procedure at **scottishpower.co.uk/complaints**

If your complaint is not resolved within 8 weeks, or you receive our Final Offer letter, you can go to the Energy Ombudsman. It's a free, independent service. Contact them on 0330 440 1624 or enquiry@ombudsman-services.org or at ombudsman-services.org/energy

If you need help with an energy problem:

You can get help with issues with your bills or meters, or if you're struggling to pay for your energy. For free, independent energy advice and support call Citizens Advice (England and Wales) free on 0808 223 1133 or visit citizensadvice.org.uk/energy or call Advice Direct Scotland free on 0808 196 8660 or visit energyadvice.scot

If you need a little extra support:

Our Priority Services provides a range of free services to help you manage your energy account. If you need additional help – such as receiving letters in large print or Braille, help with hearing or speech difficulties or nominating someone to manage your account for you, we can help set things up. For more information on any of the services available, please visit **scottishpower.co.uk/psr** or call us.

Where does my energy come from?

Fuel Mix 2021-2022
Our fuel mix opposite shows you how the energy we supply has been generated. We've compared it with the total fuel mix for the rest of the UK, and also show how our green tariffs compare to our other tariffs. For more information on the environmental impact of your electricity supply, visit **scottishpower.co.uk/fuelmix**

Energy Source	ScottishPower Tariffs		ScottishPower Total Fuel Mix	UK Fuel Mix
	Green Tariffs	All other Tariffs		
Coal	0%	9%	5%	4%
Gas	0%	73%	43%	38%
Nuclear	0%	7%	4%	16%
Renewable	100%	4%	43%	39%
Other Fuels	0%	7%	5%	3%
Total	100%	100%	100%	100%

Can I choose a greener energy tariff?

Yes, all our domestic green tariffs provide 100% green electricity, generated by our UK windfarms. By choosing any of our green tariffs, you'll be doing your bit to help tackle climate change. Simply visit **scottishpower.co.uk/changemytariff**

Can I save some money?

Yes, by making small changes to how you use your energy at home. For tips and tools visit **scottishpower.co.uk/energy-efficiency** or call 0800 332233, Monday to Friday 8.30am – 4.45pm.

We're here to help

See page 1 for all our contact details. If you'd prefer to write to us, please send your letter to **ScottishPower, Customer Services, 320 St Vincent Street, Glasgow, G2 5AD**.

Scan me

Prefer paperless billing?

It's quick, convenient and better for the environment.

scottishpower.co.uk/paperless

All our domestic green tariffs are backed by 100% green electricity generated by our UK windfarms

We've raised over £35m for Cancer Research UK since 2012

Download the free ScottishPower App

Download on the App Store | GET IT ON Google play

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IMPORTANT

We're here to help

We know this is a challenging time for many households and that the cost-of-living crisis is impacting many of our customers. We offer help and advice on actions that you can take to help manage your energy costs at **scottishpower.co.uk/affordability**. You'll also find details of independent organisations that may be able to help if you're struggling to pay your bills. If you think you'll struggle to pay your energy bill, please get in touch as soon as possible so we can discuss options with you.

As energy costs have increased, it's also become essential to be as energy efficient as possible. For handy tips to help you save on your energy usage visit **scottishpower.co.uk/energy-efficiency**

If you need additional support to help manage your energy account, our **Priority Services Register** offers a range of services at no additional charge, if you're eligible. For example, we can send communications in alternative formats, provide help with your meter readings, and carry out free gas safety checks. To find out more, visit **scottishpower.co.uk/psr**

If you need help or advice why not chat to us at **scottishpower.co.uk/livechat** - it's one of the fastest ways to get in touch with us.



We're founding members of Energy UK's Vulnerability Commitment, which aims to provide focused support for vulnerable households.