sse Southern Electric

sse.co.uk

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

0345 704 5038
Pay by debit or credit card using Cardline, our automated payment service.

Mr Confidentialaccess
1 Bridge Street
Brighton
East Sussex
BN12 9AG

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: **11470 05413**

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Here's your amended electricity bill

For the period: 18 February 2023 to 28 May 2023
Dated: 15 June 2023

Your previous bill

You owed us	£205.94
Your payments, thank you	£205.94 credit
Balance after your payments	**£0.00**

This bill

Electricity charges	£67.35
Total charges this bill	**£67.35**

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

Payment is due now £67.35

Together, we can help those who need it

We want to assure you that your energy supply will continue. We're working hard to look after all our customers, with our vulnerable customers being a priority. To help us do this, please use our website where possible at **sse.co.uk**.

What you can do to help

Please only call us if it's an emergency, if you can't pay or you're without supply.

Use your online account to review bills and get answers to FAQs.

Submit your meter readings online at **sse.co.uk/my-account** or via our app. If you have a smart meter, you don't need to do this.

Set up a Direct Debit online – it's the easiest way to spread the cost.

It will take us longer than usual to answer your call, many thanks for your understanding.

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 **£588.60,** 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 **£40.95** a year.*

Our cheapest overall tariff

By switching to **OVO Better Energy** and paying by Direct Debit, you could save **£105.67** a year. T&Cs and eligibility criteria apply, find out more at ovoenergy.com or call 0330 102 7420.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options.
*You could also get this saving without having to pay by Direct Debit with OVO's Simpler Energy tariff. You would need to switch supplier to OVO Energy (conditions apply). Find out more at ovoenergy.com or call 0330 102 7420.

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
		Exit fee (if you end your contract early)	No exit fee applies
Payment Method	Cash / cheque	**Discounts and additional charges**	Not Applicable
Unit rate	19.27p per kWh		
Standard charge	29.02p 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 **2,505.50kWh**

Your personal projection **£588.60**

Your prices may go up or down in the future.

Here's your bill explained for the period 18 February 2023 to 28 May 2023, it replaces our charges of £184.47 including VAT of £8.78

Your payments

Payment Received 15 Mar 2023 £205.94 credit

Your total payments, thank you £205.94 credit

Pay by Direct Debit

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

Your charges

The electricity you've used - actual

	Reading last time	Reading this time	Total used
Meter: S10R48151			
Unrestricted units	20597[E]	20797	**200** kWh

Your electricity charges this period

Your tariff is Standard

18 Feb 2020 - 31 Mar 2023				
Standard energy	86 kWh	at	18.27p	£15.71
Standing charge	43 days	at	26.74p	£11.50
01 Apr 2020 - 28 May 2023				
Standard energy	114 kWh	at	18.35p	£20.92
Standing charge	58 days	at	27.63p	£16.02
VAT 5.00% (on charges of £64.15)				£3.20

Total electricity charges this period £67.35

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.

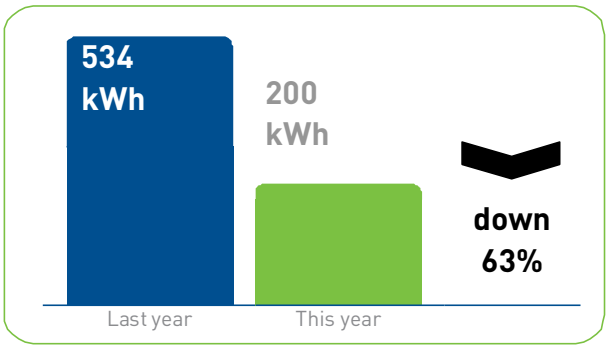
Your supply number

S 01 801 300
19 0002 7303 654

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 03454 04 05 06

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 316 3105 immediately (open 24 hours).

or

POWER CUT? CALL 105

If you need to contact your **local network operator**, call 0800 029 4285 or write to UK Power Networks, South Eastern Power Networks Plc, Newington House, 237 Southwark Bridge Road, London SE1 6NP.

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 or visit www.ombudsman-services.org.

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 03454 04 05 06. Calls are charged at your normal rate. You can also get further guidance (called Know Your Rights) at sse.co.uk/regulatoryinformation.

SSE and Southern Electric are trading names of OVO Electricity Limited. The registered office of OVO Electricity Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 06858121. VAT registration number 333 5830 10. Tax point date 15 June 2020.

Ways to pay

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

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

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

Make cheques payable to Southern Electric and write your account number 1147005413 on the back. Fill in the payment slip and send to:
Southern Electric Payment Centre, PO Box 13, Havant, PO9 5JB

For telephone or internet banking use:
sort code: **57-40-99**
bank account number: **99183129**
Please quote 1147005413 as the reference.