



# Understanding your bill or statement


Your bill or statement contains a lot of information – not just about checking your balance and when to pay, but how this is calculated, the tariff options and your rights as a customer. We want it to be simple and transparent – here we explain the terms that appear on every bill or statement.

## Contact us

There's lots you can do to manage your account online – submit readings, pay bills and change your contact details. We're available on this number from 8am to 6pm Monday to Friday.

## Account number/Statement reference/Date

It's always useful to have your account number handy when you contact us – it is the quickest way for us to find your details. The statement reference and date help us pinpoint the bill to the date it was issued.



Miss Ashley Griffen  
47 Linden Avenue  
Wembley  
Middlesex HA9 8BB

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[www.bristol-energy.co.uk](http://www.bristol-energy.co.uk)  
0808 281 2222  
[customercare@bristol-energy.co.uk](mailto:customercare@bristol-energy.co.uk)

Account number 200000527  
Bill/statement reference 400000024  
Date 5 July 2018

**Personal projection**  
This is an estimate based on your energy product(s) and what we know about your usage. Your personal projection for electricity over the next 12 months is **£1,025.94**. Your personal projection for gas over the next 12 months is **£77.26**. More information about your current tariff can be found overleaf.

**Could you pay less?**  
Remember, it might be worth thinking about switching your tariff or supplier.  
**Cheapest similar tariff**  
Our cheapest similar electricity tariff currently available for your meter is **Bristol Energy Fixed 12M 1501 12 Month Electricity** paying by Direct Debit which would cost an estimated **£831.19** over the next year (a saving of **£194.75**). Our cheapest similar gas tariff currently available for your meter is **Bristol Energy Fixed 12M 1501 12 Month Gas** paying by Direct Debit which would cost an estimated **£68.98** over the next year (a saving of **£8.28**).  
**Cheapest overall tariff**  
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Please note that switching tariffs may involve different terms and conditions so always check first. Prices are subject to change and are inclusive of VAT.


**Your energy bill**

For the period:	10 June 2018 – 28 June 2018	
Balance at your last statement:	£115.24	Debit
Balance brought forward:	£115.24	Debit
New charges included in this bill:	£68.31	
<b>New account balance:</b>	<b>£183.55</b>	<b>Debit</b>

Please pay £185.55 by 16 July 2018.  
Ways to pay are shown on the last page of this bill.

Bristol Energy is a trading name of Together Energy (Retail) Limited.  
Correspondence address: One Temple Quay, Temple Back East, Bristol, BS1 6DZ.  
Registered address: Erskine House, North Avenue, Clydebank Business Park, Clydebank, G81 2DR. Registered in Scotland with company number SC533489.  
Authorised and regulated by the Financial Conduct Authority for certain consumer credit activities.  
VAT registration number: 307 8291 93.  
8010258 02/18

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### Personal projection

We've worked out, based on your most recent bills (or from the information we got from your previous supplier), what you are likely to spend over the next year. This could go up or down depending on your usage and the type of tariff you're on.

### Could you pay less?

We're letting you know if you are already on our cheapest tariff or if you could save money by getting a quote for another electricity or gas tariff with Bristol Energy. The similar tariff is a rate that accommodates your chosen payment method and your preference for a fixed or variable rate. The overall tariff is a rate that compares to every tariff Bristol Energy currently has on offer.

### Your gas/electricity/dual fuel bill

Here we set out the time period your bill covers: if you owe any money from your last bill, any balance, the new charges and what the total is to pay now.

Just to make this even clearer we set out the amount to pay and the date in the pink box.

## Your gas/electricity charges

We quote your meter number. This is the serial number which you'll find either printed on a sticker on your meter or engraved onto your meter.

We quote your meter read. This will be the reading date, five figure read number, include your meter type (if you're on Economy 7) and the reading the bill starts from (opening read). If the read is an estimate it will say this.

Your energy usage shows how many kWh you've used over the billing period and the price per kWh we charge. We use this for gas as well to make it easy to understand and you'll see the calculation at the end of the gas charges so we're totally transparent.

Your standing charge is what you pay to have the energy supplied and is calculated for each day the bill covers.

Your online discount is what we take off your bill if you manage your online account and receive paperless bills.

How your VAT is calculated at the national rate of 5%.


## Supply point number

The supply point number given is used to help energy companies complete the switching process and for the companies that distribute your electricity or gas (local network operators) to identify you.

For electricity this is called a Meter Point Administration Number (MPAN) or for gas a Meter Point Reference Number (MPRN).

The first number on the bottom line identifies which network distribution supply region you are in - this is also stated on your bill under the emergency numbers.

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Supply point number:

S	01	802	003
10	1283	7033	241

Supply address: 47 Linden Avenue  
Wembley, Middlesex HA9 8BB

### About your tariff

This information is provided in order to help you easily compare your current tariff with other tariffs available to you.

Supplier: **Bristol Energy**

Tariff name: **Bristol Energy 1501 Electricity**

Tariff type: **Variable Rate**

Payment method: **Cash/Cheque**

Unit rate: **14.60p/kWh**

Standing charge: **24.45p/day (£89.26/year)**

Tariff ends on: **N/A**

Price guaranteed until: **N/A**

Exit fees (if you cancel this tariff before the end date): **N/A**

Discounts and additional charges: **£12.00/year per fuel online discount**

Additional products or services included: **N/A**

Illustrative electricity cost on this tariff

Assumed annual consumption: **6,500kWh**

Personal Projection: **£1,025.94**

Tariff Comparison Rate (TCR): **14.72p/kWh**

All prices above are inclusive of VAT.

Please note that this tariff is a variable tariff with no end date so will continue until you switch to another Bristol Energy tariff, or switch to another supplier.


### Your electricity charges

This statement covers the period:

**10 June 2018 to 28 June 2018**

Energy charges for meter S04H14137

10 June 2018: 11,667.9 (Estimate)	
29 June 2018: 11,970.0 (Estimate)	
Energy usage: 302.1 kWh @ 13.90p/kWh	<b>£41.99</b>
Standing charge (19 days @ 23.29p/day):	<b>£4.43</b>
Online discount (19 days @ £11.43/year):	<b>- £0.59</b>
<b>Total electricity charges:</b>	<b>£45.83</b>
<b>VAT @ 5% on £45.83</b>	<b>£2.29</b>
<b>Total charges for this period:</b>	<b>£48.12</b>





### Your gas charges

This bill covers the period:  
10 June 2018 to 28 June 2018

Energy charges for meter G4K00642190001

10 June 2015: 1,000 (Estimate)

29 June 2015: 1,370 (Estimate)

Consumption: 0 m<sup>3</sup>

Energy usage\*: 370.00 kWh @ 4.16p/kWh **£15.39**

Standing charge (19 days @ 23.29p/day): **£4.43**

Online discount (19 days @ £11.43/year): **- £0.59**

**Total gas charges: £19.23**

VAT @ 5% on £19.23 **£0.96**

**Total charges for this period: £20.19**

\* Your energy usage is calculated from your gas consumption using a standard industry formula:

Units consumed (Cubic Metres)  
x volume correction (for temperature & pressure)  
x calorific value (energy in each m<sup>3</sup> of gas)  
÷ 3.6 (convert from joules)  
= usage (in kWh)  
For example: 58.8 x 1.02264 x 39.3 ÷ 3.6 = 656.4kWh

### About your TCR

Your Tariff Comparison Rate (TCR) can help you compare the prices of different tariffs and suppliers. TCRs are not based on your actual usage, but on Ofgem annual averages (13,500kWh for gas) so should be used as a guide only.

TCR (Gas): 4.73p/kWh

Please contact us for more about TCRs and how we calculate them.

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Supply point number: 61859400

Supply address: 47 Linden Avenue  
Wembley, Middlesex HA9 8BB

### About your tariff

This information is provided in order to help you easily compare your current tariff with other tariffs available to you.

Supplier: Bristol Energy

Tariff name: Bristol Energy 1501 Gas

Tariff type: Variable Rate

Payment method: Cash/Cheque

Unit rate: 14.16p/kWh

Standing charge: 24.45p/day (£89.26/year)

Tariff ends on: N/A

Price guaranteed until: N/A

Exit fees (if you cancel this tariff before the end date): N/A

Discounts and additional charges:

£12.00/year per fuel online discount

Additional products or services included: N/A

Illustrative gas cost on this tariff

Assumed annual consumption: 12,500kWh

Personal Projection: £77.26

Tariff Comparison Rate (TCR): 4.73p/kWh

All prices above are inclusive of VAT.

Please note that this tariff is a variable tariff with no end date so will continue until you switch to another Bristol Energy tariff, or switch to another supplier.

## About your tariff

Here we break down all the charges so you can make easy comparisons with other providers. It includes the date your current plan is due to finish, your method of payment and any discounts. This is the key information you need to know about your product(s) and was included in your welcome pack.

## Gas unit conversion

Every supplier uses this calculation to provide an accurate measurement of how much gas has been used.

Firstly we convert your usage to cubic metres if you have an imperial meter.

We use an industry standard adjustment for temperature and pressure.

The calorific value is an adjustment supplied by the National Grid as the quality of gas supplied can change on a daily basis.

## Tariff Comparison Rate


This is an extra tool to help you compare prices, not based on your actual usage but on national averages. This is a standardised way of comparing the pence per kilowatt hour that you currently pay.

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# BRISTOL energy

## Ways to pay

- Direct Debit:**  
 The easiest way to pay your bill is by Direct Debit. We tell you in advance when each payment will be made, so you remain in control. You can choose to pay a fixed amount each month or it can vary depending on how much energy you've used. You can set up a Direct Debit over the phone or via your Bristol Energy online account.
- Online payment:**  
 You can pay securely via your Bristol Energy online account at [www.bristol-energy.co.uk](http://www.bristol-energy.co.uk).
- From your bank account:**  
 You can also pay directly from your bank account by making a payment to Bristol Energy using our account details below:  
 Bank: Nat West  
 Account number: 27643166  
 Sort code: 56-00-05.
- Telephone payments:**  
 We have a secure telephone line which can take payments. Please call us free on 0808 281 2222 with your payment details and your Bristol Energy account number, shown on the front of this bill.
- Over the counter:**  
 You can pay your bill at the Post Office, via PayPoint by scanning the barcode that is on your bill. You can pay by cash, cheques and cards by this method.
- Prepayment meter:**  
 This type of meter means you can pay in regular instalments. They can be topped up by simply taking your card or key to any participating Post Office, or any service station or shop where you see the PayPoint or Payzone signs. You can find your nearest top-up point at the following websites:  
[www.paypoint.co.uk/simplepayment](http://www.paypoint.co.uk/simplepayment)  
[www.payzone.co.uk/where](http://www.payzone.co.uk/where).



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### Know your rights

There's a lot of information available to help you understand your rights. Whether you're looking for the best price deal, need help with managing your bills, or you need to know how to make a complaint, a great place to start is the Citizens Advice consumer service on 03454 04 05 06 for impartial consumer advice. Or visit: [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy).

A handy guide from Citizens Advice is also available at: [www.citizensadvice.org.uk/about-us/how-citizens-advice-works/citizens-advice-consumer-work/know-your-rights-in-the-energy-market/](http://www.citizensadvice.org.uk/about-us/how-citizens-advice-works/citizens-advice-consumer-work/know-your-rights-in-the-energy-market/)

If you're still not satisfied, you can contact the Ombudsman Services : Energy who provide free independent advice and investigate any complaints. You can call them on 0330 440 1624 or visit: [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy).

### Emergency numbers

If you have problems with your electricity supply: call 0800 783 8838

Your Electricity Distributor is:  
UK Power Networks (0845 601 4516)

Smell gas?  
Call 0800 111 999 (24hrs)

## Ways to pay

You can discuss your payment method with us at any time. Here is a reminder of how we can take payments.

## Know your rights

You are entitled to seek independent advice on finding the right energy package to suit your needs, managing your bills or if you're not happy with the way we've treated a comment or complaint. This section details some of your options.

## Emergency numbers

If you have a power cut, are worried about your supply or want to upgrade, you'll need to contact the company that distributes gas or electricity in your area. We've included the number for your local distributor here and the emergency number if you think you can smell gas.

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