



Mx A Abisoye
Flat 39 Carmel Court
14 Holland Road
Manchester
M8 4NP

We've united the power of SSE Energy Services and OVO

Hello

Last year, SSE Energy Services (the part of the SSE Group that supplied your energy) became part of the OVO family - a group also made up of OVO Energy and CORGI HomePlan. Together, we now power nearly 5 million homes across the UK with a mission to bring renewable, sustainable and affordable energy to all.

What this means for you

There's nothing you need to do. Your prices won't be affected by this change, and you'll still get the same level of great service.

Why OVO?

OVO value great customer service as much as SSE do. In fact, just like us, OVO is rated excellent in customer reviews on Trustpilot. And they're leading the way to a zero carbon energy system. Here's some of the many ways how:

- OVO has committed to helping its members' cut their carbon footprints by 2030
- OVO helps clean the air by planting trees every year - they've planted over two million trees in the UK since 2015
- OVO was named Company of the Decade at the BusinessGreen Leaders' Awards in 2020
- They set up the OVO Foundation to give children and young people a greener, fairer future. This all happens thanks to kind donations from OVO and their members
- And they've launched OVO Bikes - a city bike hire scheme. Because rethinking the way we travel helps our carbon footprint

If you'd like to find out more, please visit sse.co.uk/family-ovo or give our friendly team a call on **0330 018 1048**.

We're always happy to help,

The SSE Energy Services Team, part of the OVO family

The SSE name and accompanying logos are owned by, and registered trademarks of, SSE plc and its subsidiaries and are licensed to SSE Energy Services (SSE's GB domestic retail business, and formerly part of the SSE Group) which became part of the OVO family in January 2020.

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of OVO Electricity Limited registered in England and Wales number 06858121 (supply of electricity) and OVO (S) Gas Limited registered in England and Wales number 02716495 (supply of gas). The registered office of OVO Electricity Limited and OVO (S) Gas Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED.



sse.co.uk



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

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Here's your amended electricity statement

For the period: 30 July 2021 to 14 September 2021

Dated: 12 October 2021

Your payments, thank you	£109.90 credit
Balance after your payments	£109.90 credit

This statement

Electricity charges	£40.39
Total charges this statement	£40.39

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

Your account is in credit by £69.51

We'll put this credit towards your next statement, so you'll pay less.

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: **78068 45510**

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

Your actual reading

	1	2	9	9	4
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We've based your statement on the above actual meter reading.

Why not upgrade to a smart meter? You can see how much energy you're using and what it's costing. Plus, they send your meter readings to us automatically. Find out more at sse.co.uk/smart.

Could you pay less?

Your Personal Projection

We estimate your Personal Projection of costs for the next 12 months will be **£386.49**, 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 **£30.93** a year.

Our cheapest overall tariff

Good news - you're already on our cheapest overall tariff. We'll let you know once a year if this changes. However, paying by Direct Debit, you could save **£30.93** a year.

As we're now part of the OVO family, we're able to offer you a wider choice of tariff options. If you drive an electric vehicle, our OVO Drive plan might be cheaper for you. You can call us on 0330 303 5063 or visit ovoenergy.com/electric-cars/ev-tariff to learn more about it. Eligibility criteria and T&Cs apply.

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
Payment Method	Cash / cheque	Exit fee (if you end your contract early)	No exit fee applies
Unit rate	21.21p per kWh	Discounts and additional charges	Not Applicable
Standing charge	28.97p 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 1,323.90kWh
Your personal projection £386.49

Your prices may go up or down in the future.

Here's your statement explained for the period 30 July 2021 to 14 September 2021, it replaces our charges of £69.90 including VAT of £3.32

Your payments

Payment Received 11 Aug 2021	£37.00 credit
Payment Received 15 Sep 2021	£32.90 credit
Payment Received 9 Oct 2021	£40.00 credit

Your total payments, thank you

£109.90 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: F96M09584			
Standard energy	12855	12994	139 kWh

kWh

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

Your electricity charges this period

Your tariff is Standard

Standard energy	139 kWh	at 18.37p	£25.53
Standing charge	47 days	at 27.54p	£12.94
VAT 5.00% (on charges of £38.47)			£1.92

Total electricity charges this period

£40.39

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.

SSE is now part of the OVO Group and because of this we've updated our privacy policy. For details about the way we use your personal data, please visit sse.co.uk/privacy. If you would like a printed copy please get in touch.

Your supply number

S 01 801 011
16 1001 8713 956



Rated **Excellent** on Trustpilot



Your electricity usage

We've worked out you've used a similar amount of electricity this period compared to 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 195 4141 immediately (open 24 hours).

or



If you need to contact your **local network operator**, call 0800 195 4141 or write to Electricity North West, Electricity North West Ltd, Customer Relations, PO Box 218, Warrington WA3 9BY.

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. Remember we're part of the OVO family, so please don't contact SSE PLC which is a separate company, please get in touch with us at SSE Energy Services if you need help:

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 unhappy with the progress we're making in resolving your complaint, you can call us on 0345 070 7373 and ask for an escalated review of your complaint. 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.

SSE Fuel Mix Disclosure

It's important you know how the electricity you use in your home is generated and the environmental impact. Several different fuels combine to make up our fuel mix. We publish this information annually and call this our Fuel Mix Disclosure.

This table confirms the source of total electricity supplied by OVO Electricity Limited, trading as SSE, SSE Southern Electric, SSE Scottish Hydro, SSE SWALEC and SSE Atlantic from 1 April 2020 to 31 March 2021.

SSE Generation Mix (relates to electricity supplied in the period April 2020 to March 2021)		
Electricity supplied has been sourced from the following fuels	Electricity supplied by SSE % of total	Average for UK (for comparison) % of total
Coal	0.0%	2.7%
Natural Gas	49.6%	38.2%
Nuclear	0.0%	16.1%
Renewable	50.4%	40.3%
Other	0.0%	2.7%
Total	100%	100%
Environmental impact	Electricity supplied by SSE	Average for UK
High-level radioactive waste g/kWh	0.0000	0.0011
Carbon Dioxide emissions g/kWh	188	182

The costs that make up energy bills

You can see the costs that make up your energy bills at [sse.co.uk/bill-costs](https://www.sse.co.uk/bill-costs)



Know your rights in a changing energy market

Get help with an energy problem

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you live in England or Wales:

Go to: citizensadvice.org.uk/energy
 Or contact the Citizens Advice consumer service:
 Call: **0808 223 1133**
 Textphone: **18001 followed by 0808 223 1133**
 Mon to Fri, 9am-5pm
 Calls are free

If you live in Scotland:

Go to: energyadvice.scot
 Or contact Advice Direct Scotland:
 Call: **0808 196 8660**
 Textphone: **18001 followed by 0808 196 8660**
 Mon-Fri, 9am-5pm
 Calls are free

Take control and get a better energy deal

Want to save money by switching tariff or supplier?

Check out our price comparison tool
energycompare.citizensadvice.org.uk

Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

Simple Energy Advice

(England and Wales)

Go to: simpleenergyadvice.org.uk
 Or call: **0800 444 202**
 Mon to Fri, 8am-8pm
 Sat to Sun, 9am-5pm
 Calls are free

Nest (Wales only)

Go to: nest.gov.wales
 Or call: **0808 808 2244**
 Mon to Fri, 9am-6pm
 Calls are free

Home Energy Scotland

(Scotland only)

Go to: homeenergyscotland.org
 Or call: **0808 808 2282**
 Mon to Fri, 8am-8pm
 Sat, 9am-5pm
 Calls are free

