



ACCOUNT NUMBER 00475373 BILL REFERENCE 05008124

HELLO PAUL, HERE IS YOUR STATEMENT

Mr Paul Hardial
67 LINCOLN ROAD
WALSALL
WEST MIDLANDS
WS1 2DW

Created On

27 Nov 2020

Supply Address

67 LINCOLN ROAD, WALSALL, WEST MIDLANDS, WS1
2DW

ESTIMATED ANNUAL COST

Your **estimated annual cost** over the next **12 months** is:

£892.33 *

27 Nov 2020 - 26 Nov 2021

*This estimated cost is based on your estimated annual usage (which you can find on page two) and your tariff rates including VAT. If your current contract ends and you don't renew or switch, you'll be placed on our standard variable tariff. Actual billing will vary depending on your energy usage.

PAY LESS?

You're already on our best-value electricity tariff, but we'll be sure to let you know if this changes.

You're on our lowest-priced tariff for gas, but if that changes we'll be sure to make you aware.

If you are on a tariff that is due to end in the next 12 months, we're required to work on the basis that you'll move onto our standard variable tariff (So Out Of Contract) when your current tariff ends, meaning that if your current tariff ends in the next three months, our calculation has you spending three months on your existing tariff and the next nine on our So Out of Contract tariff.

ACCOUNT BALANCE

£207.52

In Credit

You are making regular fixed Direct Debit payments. If your account is in debit you can increase your monthly payments via your online account.

BALANCE BREAKDOWN

Your charges this month and all the details of your tariff for the period of **24 Oct 2020 - 23 Nov 2020**

Balance at your last statement	+£202.73
Payment received 24 Nov 2020	+£70.00
Balance Brought Forward	+£272.73
New Charges (included in this statement)	-£65.21

New Account Balance **+£207.52**

DOWN TO THE FINER DETAILS

ELECTRICITY TARIFF

Prices do not
include VAT unless
otherwise stated.

Tariff Name	So Alder - Electricity - 1 Rate
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	12.8381p/kWh
Standing Charge	21.00p/day (£76.65/year)
Tariff End Date	23 Jun 2021
Price Guaranteed Until	23 Jun 2021
Early Exit Fee	£5.00 per fuel (inc VAT)
Estimated Annual Usage	2,900kWh

GAS TARIFF

Prices do not
include VAT unless
otherwise stated.

Tariff Name	So Alder - Gas
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	2.2952p/kWh
Standing Charge	21.00p/day (£76.65/year)
Tariff End Date	23 Jun 2021
Price Guaranteed Until	23 Jun 2021
Early Exit Fee	£5.00 per fuel (inc VAT)
Estimated Annual Usage	11,644kWh

YOUR GAS USAGE CALCULATION

Units Consumed (Cubic Metres)
x Volume Correction (for temperature and pressure)
x Calorific Value (energy in each m3 of gas)
÷ 3.6 (convert from joules)
= Usage (in kWh)

This month: $114 \times 1.02264 \times 39.4 \div 3.6 = 1275.9$

For more information on how we calculate charges, please see the help section of our site: [How are my charges calculated?](#)

ELECTRICITY CHARGES

Meter Serial Number
19L3812304

Meter Point Administration Number (MPAN)
1417202750009

S	01	801	001
14	1720	2750	009

SO ALDER - ELECTRICITY - 1 RATE 24 Oct 2020 - 23 Nov 2020

Meter Readings

24 Oct 2020 1426.4 Read

09 Nov 2020 1504.3 Read

24 Nov 2020 1580.6 Read

Energy Used 154.2 kWh @ 12.8381 £19.80

Standing Charge (31 days @ 21.0000 p/day) £6.51

Total Electricity Charges £26.31

GAS CHARGES

Meter Serial Number
E6S25789981961

Meter Point Reference Number (MPRN)
2504924303

SO ALDER - GAS 24 Oct 2020 - 23 Nov 2020

Meter Readings

24 Oct 2020 709.0 Read

08 Nov 2020 755.0 Read

09 Nov 2020 761.0 Read

24 Nov 2020 823.0 Read

Consumption 114.0 m³

Energy Used* 1275.9 kWh @ 2.2952 £29.28

Standing Charge (31 days @ 21.0000 p/day) £6.51

Total Gas Charges £35.79

Subtotal of charges £62.10
VAT @ 5% on £62.10 £3.11

TOTAL CHARGES £65.21

HOW ELSE CAN WE HELP?

SUBMIT METER READINGS

To ensure your statements are accurate, please submit meter readings via your online account or by contacting us (this doesn't apply if you have smart meters that send readings automatically). Your last reading was submitted on 24 Nov 2020.

WAYS TO PAY

Online: Make a payment via your [Online Account](#).

Direct Debit: Budget your energy payments with convenience.

Phone: Call us on 0330 111 5050 to make a one off payment.

If you prefer paying by **bank transfer**, **cheque** or **cash**, please contact us for further information.

EMERGENCY NUMBERS

Smell Gas Call **0800 111 999** (24hrs)
Power Cut Call **105** (24hrs)

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Use your smartphone to scan your unique code and see all of your tariff information.

GET IN TOUCH

If you can't find what you're looking for, you can call us on 0330 1115050 (Mon-Fri 9am- 5pm), email us at help@so.energy speak to us on webchat via your online account, find us on Twitter at [@SoEnergyUK](#) or send a letter to So Energy Trading Limited, 107 Power Road, London W4 5PY. Yes, we're based on Power Road. No, it wasn't on purpose.

ADVICE & COMPLAINTS

For free, independent advice about your energy - for example, whether you could save money on a different tariff, grants for which you may be eligible or questions about your meter — Citizens Advice is an invaluable resource. Visit citizensadvice.org.uk/energy or contact their helpline at 03454 04 05 06 to find out more.

We'd hope that you'll never have a reason to complain about So Energy, but if you do it's something we take incredibly seriously. If you're unhappy with us for any reason, please get in touch with us so we can work to resolve the issue. We operate a Complaints Code of Practice that outlines all the steps we take in the case of a complaint, and this can be found at www.so.energy/unhappy.

If you've registered a complaint with us and there's been no resolution after eight weeks, you should then refer to the Ombudsman Services: Energy. This is a free and impartial consumer service and can be found at ombudsman-services.org.uk/energy or on 0330 440 1624.

YOUR USAGE

Your average gas usage in this billing period was 41kWh/day

Your average electricity usage in this billing period was 5kWh/day

You can reduce your costs by using less energy. Contact the Contact the Energy Saving Advice Service on 0300 123 1234 or the [Energy Saving Trust](#) for free, impartial advice on how to do just that.

Remember

It might be worth considering changing tariff or supplier.