



ACCOUNT NUMBER 00585267 BILL REFERENCE 12342387

HELLO ANDREW, HERE IS YOUR STATEMENT

Mr Andrew Taylor
9 Cromwell Road
Canterbury
Kent
CT1 3LB

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

Created On
29 Dec 2022

Supply Address



9 CROMWELL ROAD, CANTERBURY, KENT, CT1 3LB

ESTIMATED ANNUAL COST

Your **estimated annual cost** over the next **12 months** is:
£4167.00 *

29 Dec 2022 - 28 Dec 2023

*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.

You may be subject to a termination fee if you switch more than 42 days before the end of your contract.

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 Flex) 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 Flex tariff.

ACCOUNT BALANCE

£258.54

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 **27 Nov 2022 - 26 Dec 2022**

Balance at your last statement	+£379.92
Energy Bill Support Scheme provided:	+£67.00
discount funded by HM Government - 02 Dec 2022	
Payment received 28 Dec 2022	+£292.00
Balance Brought Forward	+£738.92
New Charges (included in this statement)	-£480.38
New Account Balance	+£258.54

DOWN TO THE FINER DETAILS

ELECTRICITY TARIFF

Prices do not include VAT unless otherwise stated.

Tariff Name	So Flex - Electricity - 1 Rate
Product Type	Variable Rate
Payment Method	Monthly Direct Debit
Unit Rate	33.6286p/kWh
Standing Charge	40.64p/day (£148.33/year)
Early Exit Fee	£0.00 per fuel (inc VAT)
Estimated Annual Usage	4,559kWh

GAS TARIFF

Prices do not include VAT unless otherwise stated.

Tariff Name	So Flex - Gas
Product Type	Variable Rate
Payment Method	Monthly Direct Debit
Unit Rate	9.7905p/kWh
Standing Charge	27.11p/day (£98.97/year)
Early Exit Fee	£0.00 per fuel (inc VAT)
Estimated Annual Usage	22,350kWh

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: $253 \times 1.02264 \times 38.8 \div 3.6 = 2788.5$

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 18L0054450

Meter Point Administration Number (MPAN) 1900031168711

S	01	801	300
19	0003	1168	711

SO FLEX - ELECTRICITY - 1 RATE 27 Nov 2022 - 26 Dec 2022

Meter Readings

27 Nov 2022	18845.2 Estimate	
29 Nov 2022	18900.0 Customer Read	
27 Dec 2022	19333.4 Estimate	
Energy Used	488.2 kWh @ 33.6286 p/kWh	£164.17
Standing Charge (30 days @ 40.6381 p/day)		£12.19

Total Electricity Charges £176.36

GAS CHARGES

Meter Serial Number E6S13192241760

Meter Point Reference Number (MPRN) 712162407

SO FLEX - GAS 27 Nov 2022 - 26 Dec 2022

Meter Readings

27 Nov 2022	8023.0 Estimate	
29 Nov 2022	7940.0 Customer Read	
27 Dec 2022	8276.0 Estimate	
Consumption	253.0 m ³	
Energy Used*	2788.5 kWh @ 9.7905 p/kWh	£273.01
Standing Charge (30 days @ 27.1143 p/day)		£8.13

Total Gas Charges £281.14

Subtotal of charges £457.50
VAT @ 5% on £457.50 £22.88

TOTAL CHARGES £480.38

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 29 Nov 2022.

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)
Distributor **0800 783 8866**

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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 0808 223 1133 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/energy or on 0330 440 1624.

YOUR USAGE

Your average gas usage in this billing period was 93kWh/day, compared to 159kWh/day across the same period a year ago

Your average electricity usage in this billing period was 16kWh/day, compared to 27kWh/day across the same period a year ago

You can reduce your costs by using less energy. Contact the Simple Energy Saving Advice Service on 0800 444202 or the [Energy Saving Trust](#) for free, impartial advice on how to do just that.

Remember

You may wish to consider changing tariff/supplier. Switching supplier takes 21 days - your final bill will include this period. If your account is in debit, this needs to be settled via one-off payment or increase in monthly payments before you can switch.