



Please make this easy to read
Find out how at
www.mencap.org.uk



Jill Eddlestone
Director Clear Consultants



Remember	Your budget balance carne Normally you						2183297301	reference
Remember: if we don't have a recent meter reading, you can call our Meterine at any time and update your reading which will mean your balance is up-to-date.	Your budget account balance is for information only. As you are spreading your payments throughout the year, the balance carned foward may be a creds or a debit depressing on the time of year and flow much energy you are using Normally you don't need to do anything, but if you think your monthly payments are not covering what you are using.	Pay Cree	Mon VAT Tota Can Bala	St	Cha St Cha	Gen	0000028	number
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What is hard about information?



Most information is written

A lot of people cannot read



Based on your anticipated electricity consumption your present payments are insufficient



Most people cannot understand

- jargon and hard words
- long and complicated sentences

hard ideas



Many people with learning disabilities have problems hearing and seeing



Mencap Make it Clear questionnaire

Replies from people with learning disabilities from all over the United Kingdom

Which organisations send you information that you find hard to understand?











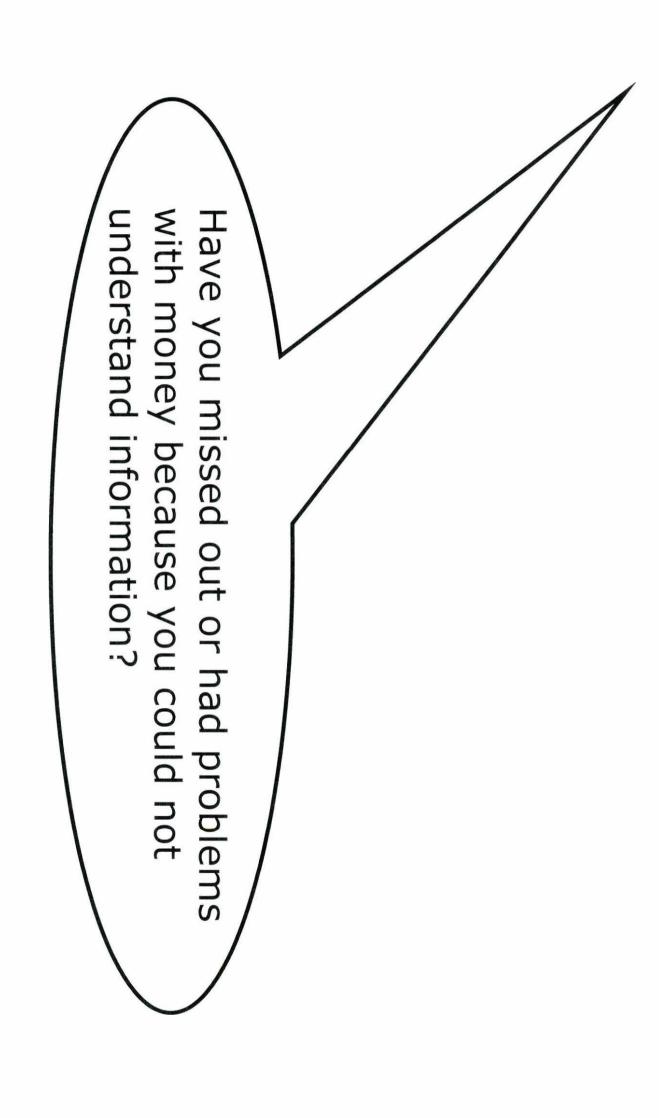
Gas, electricity and water companies





Doctors and hospitals







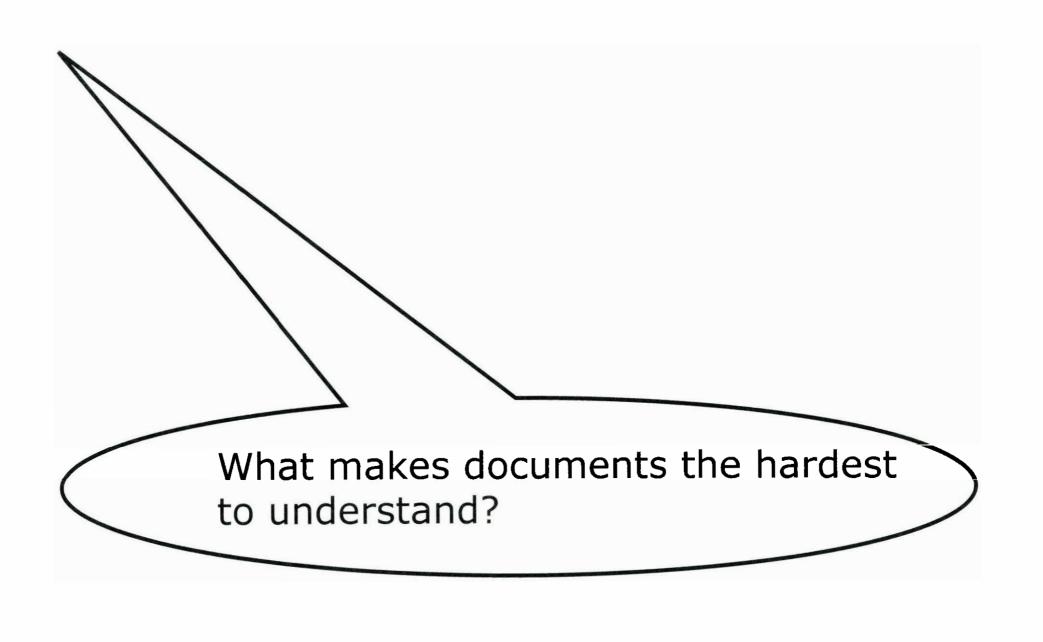


6 out of 10 people



Missed benefits

Missed appointments



Based on your anticipated electricity consumption your present payments are insufficient

Jargon words and long, difficult sentences





Bad layout





Unclear pictures



Your present payments may not be sufficient to cover the charges for the electricity you use between now and the review of all budget plan customers which takes place annually between April and June.

Based on your anticipated electricity consumption between now and the annual review I have calculated that it will be necessary for you to increase your payments from £21.50 to £28.00. This may avoid the probability of you having to set a balance at the annual review.

Welcome to

I am pleased to confirm that you are now a customer ofand that the commencement date of the supply of mains gas to you will be 18th April 2002. I would be grateful if you could please read the following carefully, as it contains important information.

Your opening and future meter readings

We have arranged for a meter reader to visit you and take an opening meter reading. However if you know that it is unlikely that you will be at home when the meter reader calls you can telephone us with your own reading. The number to use is $0800 \ldots$ and your call will be free of charge. Obtaining your reading promptly will avoid us having to use an estimated one. The reading we use will be that which your previous supplier will use for your closing account with them. You will not be charged twice for the gas you have used. We have also arranged for your future meter readings to continue as before, therefore you should not experience any difference to these arrangements.

Direct debit

Having selected to make payments by direct debit, can you please check the following information?

If your account details are incorrect or need changing please call us on 0845 If these details are correct there is no need to do anything and your direct debit will be processed as normal. A copy of the direct debit guarantee is printed on the reverse of this letter.

Meter point	Meter	Reading	Reading	Reading	Units	Correction	Adjusted	Adjusted	Calorific	kWh	
reference	number	date	this time	last time	Used	Factor	Units	units in	Value		
		C - Customer re R - Removed re	eading E - Estim	ated reading			100 cubic	cubic			
		No code - Com					feet	metres			
2193297301	0000028	25/07/06	7057C	6947	110.00	1.022640	112.49	318.34	39.5777	3499.77	
				Amend	ed Bill						
General Saver								£p			
	Cha	rges 18 A	pr 2006 -	30 Apr 20	06						
Standard energy 460 kWh at 1.920p									8.83		
Service charge at 10.420p for 13 day(s)									1.35		
				25 Jul 200							
		andard en				3039.77 KW	h at 2.260))	68.70		
Service charge at 10.100p for 86 day(s)								8.69			
Monthly Direct Debit Discount VAT at 5.00% on charges of £82.92									4.65 CR		
								4.14			
Total this invoice									87.06		
Cancelled charges including VAT of £7.85									164.98 CR		
Balance from cancelled bill									74.98		
				igust 2006					45.00		
Payment received 01 September 2006									92.00 CR		
	Cred	dit budge	t account	balance o	arried fo	orward			139.94	CR	

Budget scheme balance

Your budget account balance is for information only. As you are spreading your payments throughout the year, the balance carried forward may be a credit or a debit depending on the time of year and how much energy you are using. Normally you don't need to do anything, but if you think your monthly payments are not covering what you are using, please let us know.

Remember: if we don't have a recent meter reading, you can call our Meterline at any time and update your reading which will mean your balance is up-to-date.

What are the 5 main things people could do to make their information clearer?







easy words

Easy words and sentence

Pictures







Clear layout

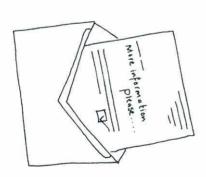


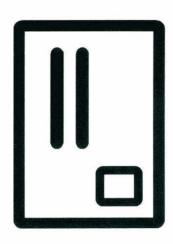
Tapes

Pictures

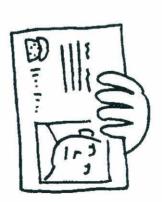












Pictures

www.photosymbols.com

www.changepeople.co.uk





Clear

853 Melton Road

Thurmaston

Leicester

LE4 8EE



0116 212 8409



admin@clearforall.co.uk