



Read your statement to see how much electricity you've been using, and check you're getting the best deal on the cost of your supply.

Mr A Jones
15 Sample Street
Sample Ville
SAMPLE

Your account number:
123 123 123 123

Statement date:
15 Jan 2010

Supply address:
13 Sample Street
Sample Ville
SAM PLE

Mr Jones,

Your annual electricity statement

For 01 January 2011 to 01 January 2012



This is important information about your electricity usage and tariff – we hope you find it helpful. You can use this information to compare your current tariff with others that are available, either from us, or from other suppliers.

Remember – you always have the right to switch your tariff or your supplier. Turn over to see if you could save money by switching →

Any questions after reading your statement?



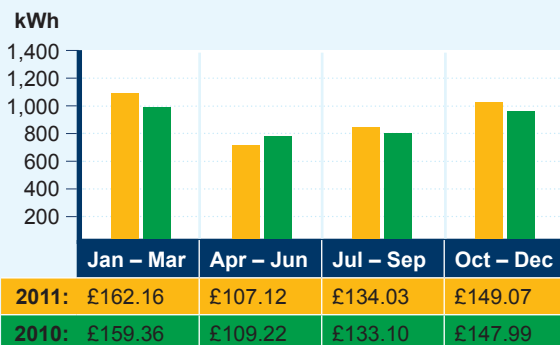
Visit yourpower.co.uk



Or call **0800 123 1234**
(8am–8pm Mon–Fri, 8am–2pm Sat)

Your electricity usage summary

- Over the last 12 months you've used **3,600 kWh** (including estimated readings)
- Your total costs were **£552.38**
- Your average daily cost was **£1.50**



Based on your current tariff and usage, we've forecast that the electricity you will use over the next 12 months will cost **£552***.

**Based on our current prices and includes all discounts and added charges, like VAT. If the price of your tariff changes or you change your tariff, or the amount you use, this forecast will change too.*

How do you compare?

Number of people in household	Average annual electricity usage
1 person	1,650 kWh
3 people	3,300 kWh
4 people	4,600 kWh

Based on your usage in the last 12 months, you are considered a medium electricity user. This means you've used around the same amount of electricity as an average 3-person family in the UK.

Could you save money on your electricity?

You are on a fixed-rate, fixed-term tariff paying by cash/cheque. On our Standard Electricity Direct Debit tariff, your total costs for the last 12 months would have been £538.45, meaning you would have saved £13.93 over the year.

To check if we have a better tariff on offer for you, visit our website or call us. It's also a good idea to shop around to see what other suppliers are offering. You can use the information on this page to easily compare your tariff.

Remember, if you decide to switch from your current electricity tariff or change your electricity supplier before 31 December 2012, you will be charged a cancellation fee of £50. You will be notified separately about your rights.

Why are we sending you this?

As your energy supplier, we are required to give you this information about your usage and your right to switch.

Need independent advice about switching your tariff or supplier?

You can get advice on switching suppliers from **Consumer Direct**:



consumerdirect.gov.uk



08454 04 05 06

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons.



consumerfocus.org.uk



08454 12 34 56

About your electricity tariff

Tariff name	YourPower Fixed Renewables
Tariff type	Non-standard, fixed price
Payment method	Cash/cheque
Unit rate	11p per kWh
Standing charge	16.43p per day
Tariff ends on	31 December 2012
Tariff length	12 months
Price guaranteed until	31 December 2012
Exit fees (if you cancel this tariff before the end date)	£50.00
Additional products or services	Loyalty points
Tariff Comparison Rate (TCR)	12p per kWh

Key contractual terms

Cancellation fees and arrangements for ending the contract

If you decide to switch from your current tariff or change your supplier before 31 December 2012, you will be charged a cancellation fee of £50 for each fuel, except following a price rise (or certain other changes our terms and conditions) when you will be notified separately about your rights.

After 31 December 2012 you may end your contract at any time without being charged a cancellation fee, but you must give us 28 days' notice, provide a final meter reading and settle any outstanding debt for electricity.

When this tariff ends you will be placed on our standard electricity tariff and will be notified separately in advance about:

- your options for switching to another tariff or supplier;
- the unit rate and standing charge that will apply after 31 December 2012.

Other terms

Discounts

Your tariff includes our [x] discount of [x]. This discount will continue to apply if you continue to meet the following conditions [x]. If we decide to withdraw this discount we will notify you in advance and inform you of your rights.

Moving house

If you move house you must give us at least 2 days' advance notice or you will continue to be liable for the supply until the earlier of:

- the second working day after you have subsequently notified us of that you have moved house; or
- the date another person begins to own or occupy the premises and starts to consume electricity.

Additional charges

We may charge you for any additional visits, tests or work carried out at your request. Details of these charges are provided in the enclosed leaflet.

Jargon explained

kWh (kilowatt hour) – one kilowatt of power being used for one hour. It's the same as a 40-watt light bulb being left on for 25 hours. Also known as a 'unit' of energy.

Standing charge – a fixed daily amount you pay your electricity supplier for maintenance and other costs, such as meter reading and maintaining connection to the power network.

Switch – to change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.

Tariff – the package of charges and conditions that a supplier offers you for providing electricity.

Tariff Comparison Rate (TCR) – a rate that allows you to compare your tariff to others on offer, despite differences in the way charges per kWh or standing charges are applied. It is calculated by the total estimated annual charges for a medium user, minus any standing charges for a standard tariff, divided by the assumed annual electricity use of a medium user.

Unit rate – the price per kilowatt hour of electricity used.