

Mr A Smith  
2 Sample Street  
Sample Ville  
SAMPLE

02 November 2011

Dear Mr Smith,

## Your energy prices are increasing from 01 December 2011

Because wholesale prices have increased, from 01 December 2011, the price you pay for your electricity is increasing from x.xxp per kWh to x.xxp per kWh. The price you pay for gas is increasing from x.xxp per kWh to x.xxp per kWh. Your standing charges will remain the same. Here's a breakdown of how your prices are changing:

		Current prices until 30 Nov 2011	New prices after 1 Dec 2011
Electricity	Standing charge	x.xxp per day	x.xxp per day
	Unit rate	x.xxp per kWh	x.xxp per kWh
Gas	Standing charge	x xxx per day	x xxx per day
	Unit rate	x.xxp per kWh	x.xxp per kWh

All charges include VAT.

### Your projected costs for the next 12 months

In the last 12 months you've used xxxx kWh of electricity and xxxx kWh of gas (including estimated readings). Here's an idea of how the price increases will affect you, assuming you continue to use the same amount of energy over the next 12 months:

	Current prices until 30 Nov 2011	New prices after 1 Dec 2011
Your projected average monthly cost	£xxx.xx	£xxx.xx
Your projected yearly cost	£xxx.xx	£xxx.xx

Your projected costs include all added charges, discounts and VAT.

If you decide to stay with us, then we may need to change your Direct Debit payments. We will let you know about any changes in advance, and tell you about your rights.

### Choosing the right tariff

We may be able to help you save money with one of our other tariffs. Call us or visit [www.yourpower.co.uk/tariffs](http://www.yourpower.co.uk/tariffs) for details.

### Impartial advice

As your energy supplier we have an obligation to remind you that you may wish to consider changing your supplier. If you would like information, impartial advice or details about changing your energy supply, this is available from Consumer Direct on **0800 8910 256** or by visiting [consumerdirect.gov.uk](http://consumerdirect.gov.uk)

If you decide to switch your supplier, please let us know **before 01 December 2011** to avoid the price increase. We won't charge you an exit or termination fee for switching.

**For your rights as a consumer see overleaf >**

Yours sincerely,

Name – Title/position

Questions?

**0800 123 1234**

Lines open 8am–8pm Mon–Fri, 8am–2pm Sat

[www.yourpower.co.uk](http://www.yourpower.co.uk)

Your Power, Head Office, 12 Sample street, Sample Town XX99 9XX

Your customer number:

**123 123 123 123**

Supply address:

20 Sample Street, Sample Town,  
Sample Ville SAMPLE

Your region: London

Your gas tariff: Standard Gas

Payment type: Direct Debit

Your electricity tariff: Standard Electricity

Payment type: Direct Debit

## Your rights as a consumer

You have a right to end your contract for gas or electricity (or both) because of the charge increase. There will be no exit fee for ending your contract if you tell us you want to do this by 1 December 2011. You can phone 0121 123 4567 or write to the address at the top of this letter.

If you tell us that you want to end your contract by 1 December 2011, you can take either of the following options:

- **You can switch to another one of our tariffs.** We won't charge you any increase if you switch to another tariff within 30 working days of letting us know you want to end your contract.
- **You can switch to another supplier.** We won't charge you any increase if within 30 working days of letting us know you want to end your contract, your proposed new supplier has also told us that they'll be taking over your supply within a reasonable period of time. However, if you have unpaid charges on your account, we may prevent the switch until you have paid them. If so, we will write to tell you. If you pay the balance on your account within 30 working days of us telling you this, your switch can still go ahead and we won't apply a charge increase during the switching period.