

Mr I Clark, Mr R Clark, Mr K Clark  
Flat 2/2  
17 Windhill Crescent  
Glasgow  
G43 2UP



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## Here's your electricity bill

**For the period: 26 July 2013 to 14 October 2013**

Dated: 29 October 2013

For: Keils, 3, Craighouse, Isle Of Jura, PA60 7XG

## Your previous bill

|                          |               |
|--------------------------|---------------|
| You owed us              | £86.20        |
| Your payments, thank you | £86.20 credit |

**Balance after your payments** **£0.00**

## This bill

|                     |        |
|---------------------|--------|
| Electricity charges | £35.94 |
|---------------------|--------|

**Charges this bill** **£35.94**

We've explained your bill in detail over the page...

**Please pay now**

**£35.94**



Your electricity account number:

**50639 95315**



**hydro.co.uk**



Mon-Fri 8am-8pm Sat 8am-2pm

**0800 980 8752**

## Your meter reading

|  |   |   |   |   |   |
|--|---|---|---|---|---|
|  | 2 | 5 | 9 | 0 | 6 |
|--|---|---|---|---|---|

You can give us a reading any time at **hydro.co.uk** or by calling our Meterline on **0800 389 5533**

## Good news!

You could save £40 a year with Direct Debit.

## Prompt payment offer

Get £4.45 off your next bill by making sure your full payment reaches us before 12 November 2013.

# Here's your bill explained

from 26 July 2013 to 14 October 2013

for Keils, 3, Craighouse, Isle Of Jura, PA60 7XG



## Your payments

Payment received 3 Aug 2013      £86.20 credit

**Your total payments, thank you**

**£86.20 credit**

## The electricity you've used - actual

|                       | Reading last time | Reading this time | Total used     |
|-----------------------|-------------------|-------------------|----------------|
| <b>Meter:</b> 9287970 |                   |                   |                |
| Standard energy       | 25767             | 25906             | <b>139 kWh</b> |

## Your electricity charges this period

### Your tariff is Domestic Standard

|  |                |           |        |
|--|----------------|-----------|--------|
| Standard energy  | <b>139 kWh</b> | at 13.77p | £19.14 |
| (includes your online discount)                                    |                |           |        |
| Discounted Standing charge   | 81.00 days     | at 24.53p | £19.86 |
| VAT 5.00%  |                |           | £1.72  |
| (on charges of £39.00 less prompt payment discount offer of £4.45) |                |           |        |

**Less prompt payment discount from last bill**      **£4.78 credit**

**Total charges this period including VAT**      **£35.94**

### What does kWh mean?

A kiloWatt hour (kWh) is a unit of energy which is recorded by your electricity meter. We charge you per kWh when working out your bill.

### Prompt payment offer

Our prompt payment discount offer is based on 5.5 pence per day for this bill period.

You're saving £6 a year off your standing charge by receiving your bills online.

### Your supply number

**S**      01 801 100  
17 1199 7344 906

## Ways to pay



To make payments, set up a monthly Direct Debit or manage your account online, register for Digital Services at: **hydro.co.uk**



To pay by Credit/Debit card call us on **0800 980 9649**. There's a charge of 1.5% for paying by credit card.



For telephone or internet banking use:  
sort code: **57 17 57**  
bank account number: **00000000**  
Quote your account number as shown on the front of the bill.



You can pay without charge at any Post Office, Natwest Bank or any branch of your own bank. Or you can pay with cash at any PayPoint.



Make cheques payable to Scottish Hydro Electric and write your account number on the back. Fill in the payment slip and send to: Scottish Hydro Electric Payment Centre  
PO Box 13, Havant, P09 5JB

## Why not complete an energy review today?

### 1. Choose a better tariff

We want to ensure that you have energy choices that suit you. That's why we offer the 1 Year Fixed Price Plan which lets you fix your prices – or our Standard Energy tariff with no tie-ins. Our website makes it really easy for you to choose a tariff that's right for you and find ways to save energy and money.

### 2. Pay by Direct Debit

You'll save £40 a year by paying by Direct Debit.

Get in touch at [hydro.co.uk/youraccount/energyreview](https://hydro.co.uk/youraccount/energyreview)  
or call 0800 980 8752

## Power cut or electricity emergency?

Call  
**0800 300 999**  
immediately  
(open 24 hours).



For impartial advice and guidance to help you make the most of your energy supply, the Staying Connected Energy Checklist & Concise Checklist can be found at:

**[hydro.co.uk/helpandadvice/regulatoryinformation](https://hydro.co.uk/helpandadvice/regulatoryinformation)**

We like to talk with our customers but if you prefer, you can still write to us at:

**Customer Service, Scottish Hydro Electric,  
PO Box 29977, Glasgow G67 9DW**

## Need more help?

We aim to get things right first time, every time. But if things go wrong, we pride ourselves on fixing them quickly for you.

We may also record calls from time to time to improve our service further.

Call a member of our team on:

**0800 980 8752**

If you still need more help, call our Head of Customer Service on:

**0800 975 7772**

Email:

**[headofcustomerservice@hydro.co.uk](mailto:headofcustomerservice@hydro.co.uk)**

Write to:

**Head of Customer Service, Inveralmond House, 200  
Dunkeld Road, Perth PH1 3AQ**

Citizens Advice Consumer Service:

**08454 04 05 06 or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk)**

Ombudsman Services: Energy:

**0330 440 1624 or visit**

**[www.ombudsman-services.org](http://www.ombudsman-services.org)**