



Ms Julie Brown
Upbeyond
Symonds Yat
Ross-On-Wye
Herefordshire
HR9 6BN

Your clean energy account

25th Sept. 2020 - 19th Oct. 2020

On 25th Sept. 2020 your previous balance was - £268.64

1. We have credited you

Electricity 23rd Sept. 2020 - 19th Oct. 2020 + £450.90

On 19th Oct. 2020 your new balance was £182.26 credit

No payment is currently due.

Account number: A-DD10C919

Bill Reference: 255395 (20th Oct. 2020)

Your estimated annual cost

£3566.51 a year for electricity

This is an estimate based on your expected annual use, and your current tariff, rates, charges and any discounts. It includes VAT. Your actual bills will depend on how much energy you use. It will also vary if you change tariffs. You can find out more about your tariff and how we offer 100% renewable electricity and carbon neutral gas in the rest of your bill and on our website.

Could you pay less?

If you're thinking of switching – give us a call. Or scan this QR code with your smartphone or tablet to compare all of our current available tariffs and see how much you could save.



Emergency numbers

Smell gas?



Call **0800 111 999** (24hrs)

Power cut?

Call **105** to get help

Your Electricity Distributor is: Western Power Distribution (0800 678 3105)

Good Energy

 goodenergy.co.uk
 hello@goodenergy.co.uk
 0800 254 0000

Registered address

Monkton Reach, Monkton Hill, Chippenham, SN15 1EE
VAT number: 811 329 557

'Good Energy' is a trading name of Good Energy Limited (3899612), Good Energy Gas Limited (05501445) and Good Energy Generation Limited (02549857). Good Energy group plc (04000623) is the ultimate holding company. Incorporated in England and Wales.

Your Charges In Detail



Electricity	Supply number	S	1	801	1
			1411058091000		

Supply Address: Upbeyond, Symonds Yat, Ross-On-Wye,
Herefordshire, HR9 6BN

Good Energy Standard (23rd September 2020 - 19th October 2020)

Energy Charges for Meter S85G69943

23rd Sep 2020	91823.7	Estimated reading	
20th Oct 2020	89391.0	Customer reading	
Energy Used	-2432.7 kWh @ 17.97p/kWh		-£437.15
Standing Charge	27 days @ 28.60p/day		£7.72

Subtotal of charges before VAT -£429.43

VAT @ 5.00% -£21.47

Total Electricity Charges -£450.90



Total charges for bill -£450.90

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff name	Good Energy Standard
Product type	Green Variable
Payment method	Payment On Receipt Of Bill
Unit rate	17.97p/kWh
Standing charge	28.60p/day (£104.39/year)
Price guaranteed until	Not applicable
Early exit fee	None
Estimated annual usage	18321.0 kWh

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Thank you for being part of Good Energy.

To solve the climate crisis, we have to get to 100% renewable energy. That's what we are working towards every single day.

By being part of our community, you are standing up and taking action to tackle climate change. Together we will keep our planet our home.

Get in touch

We want to make it easy to choose clean power. Whether you're having problems with a meter reading, need some extra support or advice on green technology, our Clean Energy Specialists are here to help.

There's support available online, by email or over the phone.

App goodenergy.co.uk/app

Web goodenergy.co.uk

Email hello@goodenergy.co.uk

Phone 0800 254 0000, Monday to Friday 9am — 5pm

Post Monkton Reach, Monkton Hill, Chippenham, Wiltshire, SN15 1EE

How much did you use?

Your average electricity use during this bill period was -90.10 kWh/day.

Visit our website for advice on how to save energy in your home.

Help us get your bill right

Meter readings are really important. They let us check you're paying the right amount for your clean, green energy. We'll ask you for a meter reading every month.

Submit your reading in seconds on our mobile app or visit goodenergy.co.uk/meter-reading.

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Simple green ways to pay

Help us make your account simple to use and even greener in two easy steps.

- 1 Switch to paper free billing. Visit goodenergy.co.uk/app to download our app and tell us you want to go paper free.
- 2 Pay your bill by Direct Debit. This helps keep your account up to date and over a year uses 94% less carbon than paying by cheque. We could even offer you a discount to say thanks.

Visit goodenergy.co.uk/pay for details. If you're having difficulty making a payment, please call us on 0800 254 0000.

Something wrong? Let us put things right

If you're experiencing a problem with our service, please let us know so we can put things right.

If you're not satisfied with our response and would like to complain, email us at hello@goodenergy.co.uk or write to Good Energy Ltd, Monkton Reach, Monkton Hill, Chippenham, Wiltshire, SN15 1EE. You can read our complaints policy on our website.

Taking complaints further

For free impartial energy advice, contact Citizens Advice on 0808 223 1133 (or 0808 223 1144 for Welsh speaking line) or visit citizensadvice.org.uk/energy.

If you have followed these steps and your complaint hasn't been resolved, you can contact Ombudsman Services. They help resolve disputes between energy suppliers and their customers. Visit ombudsman-services.org/energy or call 0330 440 1624.

How to pay

Please use your customer account number as a reference so we know the payment is from you.

Direct Debit

Direct Debit is the simple, green way to pay and we could offer you a discount. Visit goodenergy.co.uk/pay to sign up.

Bank transfer

Pay us directly from your bank account using internet or telephone banking. Our bank details are Good Energy Ltd, sort code: 30-91-99, account number: 00463501.


Cheque

Please make your check payable to Good Energy Ltd.


By credit or debit card

Call the team on 0800 254 0000. Credit card payments may be subject to a charge.

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