



Avro Energy Limited
Wheatfield House
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Hinckley
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0330 058 2005
support@avroenergy.co.uk
www.avroenergy.co.uk

Mr fernando enrique mendoza contreras
4 Fields Road
Newport
Gwent
NP20 4PL

Date: 22nd July 2019

Account Number: AVR1448703

Hello and Welcome to Avro Energy

Dear Mr mendoza contreras

Thank you for choosing Avro to supply energy to your home. We aim to provide a service that is in line with your expectations and hope to ensure your switch is simple and hassle free.

Here is a summary of the energy tariff you have selected:

- You have selected Simple and eFixed
- Your Account Number is AVR1448703
- We'll start supplying you on 12th August 2019
- Your monthly Direct Debit is £140.20
- Your first Direct Debit of £140.20 will be taken on the 3rd August 2019

To ensure we take supply of your meter and premises and get you onto lower energy prices faster, we need you to check the details on page 3 to confirm that they are correct.

Useful information we think you should know...

Why are we asking you to check your details?

We will be working hard for the next few weeks to ensure your switch goes smoothly. However, the process can take longer if there's something incorrect with your details.

This is why we are asking you to spend just a couple of minutes double-checking everything, especially your **meter point numbers***. If you find the numbers we have are different to that stated on your existing bills simply let us know by calling us on 0330 058 2005 and we can sort it out straight away.

*** You can find your Electricity Meter Point Number and Gas Meter Point Number on your existing bills**

How have we calculated your Direct Debit?

We have based your Direct Debit on a number of things. The predominant factor is your annual energy usage and having this confirmed against industry data. We may also look at how much energy you've previously used and the type of home you live in. If you've joined us during one of our winter months your direct debit may be slightly higher than was indicated when you signed up—this is a practice which is followed industry wide.

Your Energy Account 24/7 at myAVRO

myAVRO allows you to send us meter readings, make an additional payment, update your details or check your monthly statements 24/7. Simply head over to <http://www.avroenergy.co.uk/MyAvro> and log in with your registered email address and password.

Changed your mind? We'd love you to stay!

We truly want you to be a happy Avro customer, but if you change your mind, you can stop your transfer. You have 14 days to stop any transfer taking place. We aim to provide you with energy at a competitive price whilst maintaining high levels of customer service and we believe we are capable of fulfilling our promise.

That's all for now! We'll contact you soon with an update as to how things are progressing and what happens next

Once again Thank You for choosing Avro as your new energy supplier. We hope this is the start of many years supplying you with low energy prices.

Kind Regards,

The Avro Team

Need to Speak to Us? No Problem

Email Us

support@avroenergy.co.uk

We aim to get back to customers with a prompt response.

Twitter

Tweet Us [@avroenergy](https://twitter.com/avroenergy) and a representative will respond to your query as soon as possible and where possible get a member of our team onto it.

Call Us

Call Us on **0330 058 2005** and we would be happy to answer any query you may have.

Your Avro Energy Contract Agreement

Your details

Name on agreement:	fernando enrique mendoza contreras
Contract address:	4 Fields Road, Newport, Gwent, NP20 4PL
Date of Contract	22nd July 2019
Account number:	AVR1448703
Phone number:	07837757313
Email address:	fermencon@hotmail.com
Tariff name:	Simple and eFixed
Payment method:	Direct Debit
First payment date	3rd August 2019
Payment amount:	£140.20
Communication preference:	Email and Online — Free

Your Electricity Supply Details

Electricity Supply Number (MPAN):	2199991177417
Electricity Supply Address:	4 Fields Road, Newport, Gwent, NP20 4PL
Electricity Meter Type:	Single Rate
Electricity Standing Charge (p/day):	19.4250p/Day
Electricity Unit Rate (p/unit):	13.9913p/Unit
Electricity Exit Fee:	£25.00

Your Gas Supply Details

Gas Supply Number (MPRN):	2784244310
Gas Serial Number:	G4A03891150601
Gas Supply Address:	4 Fields Road, Newport, Gwent, NP20 4PL
Gas Standing Charge (p/day):	19.4250p/Day
Gas Unit Rate (p/unit):	2.9400p/Unit
Gas Exit Fee:	£25.00

This agreement confirms that the above information is correct and that I have authority to appoint the gas and/or electricity supplier to the above property. I understand that I have entered into a legal agreement, which is based on the information provided. I accept the agreement for the supply of gas and electricity to be supplied to the above property; I understand I am legally bound to pay for the gas and electricity used, under the terms and conditions detailed at <http://www.avroenergy.co.uk/termsandconditions>

If Avro Energy find the information incorrect we reserve the right to apply the correct rates for the meter details supplied.

Direct Debit Confirmation



Important: Confirmation of the set-up of your Direct Debit Instruction (including future payment schedule)

Your bank/building society details

Account Name: fernando mendoza
Sort Code: 306442
Account Number: ****5960

Your fixed monthly Direct Debit details

Payment Amounts: £140.20 during normal months.
First Payment £140.20 will be taken on 3rd August 2019.

If any of the above details are incorrect, please call us immediately on 0330 058 2005. If everything is correct your Direct Debit will be processed normally. Your monthly Direct Debit amount has been calculated based upon information we have obtained either during the sign-up process or via industry-held data. This amount may change if it is not sufficient to cover your annual usage. We will contact you to issue notice of any change, and you have the right to query the amount suggested.

You have the right to cancel your Direct Debit at any time although you should be aware that doing so does not imply cancellation of your energy supply contract, and you will be switched to a tariff that does not require payment by Direct Debit however this switch of tariff is likely to lead to an increase in your future bills. This is in accordance with Avro Energy's terms and conditions which can be found at <http://www.avroenergy.co.uk/termsandconditions>. A copy of the Direct Debit Guarantee is below. For your information, collections will be made using this reference:

Service User Number: 444109

Reference: AVR1448703

The Direct Debit Guarantee



- All banks and building societies that accept instructions to pay Direct Debits offer this Guarantee;
- If there are any changes to the amount, date or frequency of your Direct Debit PSL re Avro Energy Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Avro Energy Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request;
- If an error is made in the payment of your Direct Debit, by PSL re Avro Energy Ltd or your bank or building Society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when PSL re Avro Energy Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building Society. Written confirmation may be required. Please also notify us.