

www.goto.energy

9.00am–5.30pm Monday to Friday

0800 056 4843

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Mr Fernando Mendoza
4 Fields Road
Newport
Gwent
NP20 4PL

Account number:

888036227

Bill reference:

00223878

Date:

31 Mar 2021

Your energy statement

For the period 28 Feb 2021 - 27 Mar 2021

Balance at your last bill	£0.00
Payment received - 10 Feb 2021 - thank you	CR £108.44
Payment received - 22 Feb 2021 - thank you	CR £108.44
Payment received - 22 Mar 2021 - thank you	CR £108.44
Balance brought forward	CR £325.32
New charges included in this bill	£301.53
New account balance	CR £23.79

As you are making regular Direct Debit payments, this statement is for information only.

Could you pay less?

Personal projection

£1,389 per year for your electricity**£1,769** per year for your gas

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual billing will vary depending on your usage and tariff selection.

Our cheapest similar tariff

Electricity: good news - you're already on the cheapest similar tariff. We'll let you know if this changes.

Gas: Gas-Direct Control Green Mar 2022 V4 paying by Direct Debit, managed online.

Expect savings of **£70** per year.

Our cheapest overall tariff

Electricity: GOTO Energy - Elec - 1 Rate - Variable paying by Direct Debit, managed online.

Gas: Gas-Direct Control Green Mar 2022 V4 paying by Direct Debit, managed online.

Expect savings of **£164** per year.

Changing your tariff may involve changing to materially different terms and conditions. The tariffs shown may be subject to eligibility criteria, limited availability and may only be available for a limited period of time.

Remember - it might be worth thinking about switching your tariff or supplier.

More information about your current tariff can be found on the next page.

Your charges in detail

 Electricity		Supply number		S			
				01		801	
				21		9999	
				1177		417	
Supply address: 4 Fields Road, Newport, Gwent, NP20 4PL							
Elec-In Control Green Jan 2022 V1				(28 Feb 2021 - 26 Mar 2021)			
Energy charges for meter 18L2016296							
28 Feb 2021		17438.0		Opening Customer Read			
12 Mar 2021		17871.5		Read			
26 Mar 2021		18200.9		Read			
27 Mar 2021		18229.9		Read			
Energy Used		791.9		kWh @ 15.2171 p/kWh		£120.50	
Standing Charge (27 days @ 23.2857 p/day)				£6.29			
Total electricity charges				£126.79			

Gas		Meter point reference: 2784244310
Supply address: 4 Fields Road, Newport, Gwent, NP20 4PL		
Gas-In Control Green Jan 2022 V1		(28 Feb 2021 - 27 Mar 2021)
Energy charges for meter G4A03891150601		
28 Feb 2021	25480	Opening Customer Read
28 Mar 2021	26034	Estimate
Consumption	554	m ³
Energy Used*	6121.8	kWh @ 2.5133 p/kWh
Standing Charge (28 days @ 23.2857 p/day)		£6.52
Total gas charges		£160.38

Subtotal of charges before VAT	£287.17
VAT @ 5% on £287.17	£14.36
Total charges for this bill	£301.53

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Elec-In Control Green Jan 2022 V1
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	15.2171p/kWh
Standing Charge	23.2857p/day (£84.99/year)
Online Discount	£0.00/year per fuel
Tariff End Date	27 Feb 2022
Price Guaranteed Until	27 Feb 2022
Early Exit Fee	£40.00 per fuel (inc VAT)
Estimated Annual Usage	8,160kWh

Your annual consumption is based on estimates.

Gas

Tariff Name	Gas-In Control Green Jan 2022 V1
Product Type	Fixed Rate
Payment Method	Monthly Direct Debit
Unit Rate	2.5133p/kWh
Standing Charge	23.2857p/day (£84.99/year)
Online Discount	£0.00/year per fuel
Tariff End Date	27 Feb 2022
Price Guaranteed Until	27 Feb 2022
Early Exit Fee	£40.00 per fuel (inc VAT)
Estimated Annual Usage	60,436kWh

Your annual consumption is based on estimates.

*Your energy usage is calculated from your gas consumption using a standard industry formula:

Units Consumed (Cubic Metres)
x Volume Correction (for temp. & pressure)
x Calorific Value (energy in each m³ of gas)
÷ 3.6 (convert from joules)
= Usage (in kWh)

For example:

554 x 1.02264 x 38.9 ÷ 3.6 = 6121.8

Emergency Numbers

Smell Gas? Call **0800 111 999** (24hrs)

If you have problems with your electricity supply, call **0800 052 0400**

Your Electricity Distributor is:
Western Power Distribution, call **0800 096 3080**

Contacting Us

Please visit our website for information and answers to frequently asked questions.

If you have any questions or comments, then please don't hesitate to get in touch.

- ▶ Call us: **0800 056 4843**. We're open 9.00am - 5.30pm, Monday to Friday
- ▶ Use our mobile app: download on the App Store or Google Play
- ▶ Online: **www.goto.energy**
- ▶ Email us: **customerservices@goto.energy**

Advice and complaints

If you feel that our service has not met your expectations, please get in touch so we can put things right:

First: Contact our complaints team. Tel: **0800 056 4843** or email: **complaints@goto.energy**

Then: If an advisor is not able to resolve your query, you can ask for it to be escalated to a team leader.

Finally: If you're still not happy with our decision, you can contact our Team Manager for an independent review, and you will receive a reply within 5 working days.

For free, impartial energy advice you can contact the Citizen's Advice Consumer Service (CACS) on **0345 404 0506** or on the web at **www.citizensadvice.org.uk/energy**. You can get in touch with them at anytime during the complaints process.

If you have followed the above steps but your complaint remains unresolved after 8 weeks, you can contact the Ombudsman Service: Energy on **0330 440 1624** or **www.ombudsman-services.org/sectors/energy**. This is a free and impartial service and they are totally independent, they don't take sides and their decisions are based only on the information they have.

How much did you use?

Your average electricity usage during this bill period was **29kWh/day**.

Your average gas usage during this bill period was **219kWh/day**.

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



You can scan this QR code with a compatible smartphone app to compare tariffs.