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Insights Independent School  
ALBERT HALL HAYES SPIRITUALIST CHURCH  
ALBERT ROAD  
HAYES  
UB3 4HR

**Bill date:** 30 January 2024**Supply address:** ALBERT HALL, HAYES SPIRITUALIST CHURCH, ALBERT ROAD, HAYES, UB3 4HR

## Your gas bill explained

**Bill period:** 02 Nov 2023 - 11 Dec 2023**Your tariff:** Standard - Monthly bill**Gas reading:** 11 Dec 23 - 63 (estimate)**How we've worked it out** (full details on page 3)

Summary	Credit	Debit
Starting balance - your last bill		£0.00
You've paid	£0.00	
Your new costs		£644.82
Totals	£0.00	£644.82
<b>Your amount to pay</b>		<b>£644.82</b>

## Our cheapest tariffs

You could save **£539.13** per year - turn over to find out more and discover if we have a cheaper tariff for you.



Thanks for being a ScottishPower customer

**Account number:**

1614 4076 225



### Action required

Your energy bill of

**£644.82****is now due for payment**Please pay by: **13 February 2024**

**Important:** we may apply fees if your bill is paid late. Please see the additional charges section enclosed.

### Please make your payment



**scottishpower.co.uk/  
myaccount**



Download the  
ScottishPower App



Call free  
**0800 001 5115** (24hrs)



Bank Giro  
(see attached slip)

### Keep your bill accurate

#### We need your gas meter reading(s)

Please provide your reading(s) today:



**scottishpower.co.uk/  
entermeterreads**



Use the  
ScottishPower App



Call free  
**0800 027 8000** (24hrs)

#### Say goodbye to estimated bills

- register for a smart meter:

**scottishpower.co.uk/smartbook**

### Here to help



**scottishpower.co.uk/  
getintouch**



**0345 270 0700**

Monday to Friday: 9am - 5pm

**Need advice?** Go to our help page

## Tell me more about my tariff

Below are the details for your current tariff. You can use this information to help you budget and to compare and switch tariffs with confidence.

	Gas
Tariff name	Standard
⚠ Tariff type	Variable Price
⚠ Payment method	Monthly bill
Early exit fee	Your tariff does not have any exit fees
Tariff end date	Your tariff does not have an end date

## Your tariff costs

	Gas
Unit rate per kWh	7.009p
Standing Charge per day	33.320p
Estimated energy used in the last 12 months	52,236 kWh
Estimated annual costs*	£4,280.33

## Let's see if you could pay less

Our cheapest similar tariff	Save <b>£225.81</b> a year with Standard
Cheapest similar tariff features	<span>✓ Offline</span> <span>✓ Variable Price</span> <span>⚠ Monthly Direct Debit</span>
Our cheapest overall tariff	Save <b>£539.13</b> a year by switching** to Flexi Apr 2025 TL1
Cheapest overall tariff features	<span>⚠ Manage Account Online</span> <span>⚠ Flexi Price</span> <span>⚠ Monthly Direct Debit</span>

### You always have a choice

Don't forget - if you don't find a tariff to suit your needs, you can always switch supplier. Visit [scottishpower.co.uk/myaccount](https://scottishpower.co.uk/myaccount) to view our range of tariffs.



### Compare your tariff

Scan this image to download your energy data - use it to check if you are on the best tariff.



\*Your estimated annual costs are based on your previous 12 months' energy use (from actual meter reads or best estimates), applicable tariff prices and include VAT (excludes your current balance). Your estimated annual costs will vary if your tariff prices or energy use changes.

\*\*Switching tariffs may involve changing terms and conditions. We launch new tariffs regularly, with some available for a limited time only or through selected channels. Eligibility criteria will apply, such as having a smart meter with sufficient signal strength.

## How do you work out my bill?

Here's a breakdown of your payments and costs for this billing period. View a simple explanation of your bill at [scottishpower.co.uk/simplebill](https://scottishpower.co.uk/simplebill) or register at [scottishpower.co.uk/register](https://scottishpower.co.uk/register)

	Credit	Debit
<b>Starting balance - your last bill</b>		£0.00
<b>Your balance carried forward</b>		£0.00
<b>Gas costs</b>	<b>Credit</b>	<b>Debit</b>
Meter number: 8021366S		
<b>Standard - Monthly bill</b>		
02 Nov 2023	Actual read: 9791	
11 Dec 2023	Estimated read: 63	
Gas units used	272 = 8571.6 kWh	
Unit rate	8571.6 kWh x 7.009p	£600.78
Standing Charge	40 days x 33.320p	£13.33
<b>Total gas costs</b>		<b>£614.11</b>
<b>Summary</b>	<b>Credit</b>	<b>Debit</b>
Total gas costs		£614.11
VAT 5.00% on £614.11		£30.71
<b>Total costs for this period</b>		<b>£644.82</b>
Your balance carried forward		£0.00
<b>Your amount to pay</b>		<b>£644.82</b>

Your gas meter point reference number:

60869510

## Calculating your gas charge

We charge gas in kWh (kilowatt-hrs). To convert gas units to kWh we use the following calculation:

$$\begin{array}{|c|c|c|c|c|c|c|c|c|} \hline \text{gas units} & & \text{imperial rate} & & \text{calorific value} & & \text{volume correction} & & \\ \hline \text{used} & \times & 2.83 & \times & 39.2 & \times & 1.02264 & \div & 3.6 \\ \hline & & & & & & & & = \text{gas units} \\ & & & & & & & & \text{expressed in kWh} \\ \hline \end{array}$$

### Additional Charges

We may apply fees if your bill is paid late or if additional action is required.

£10 Late payment fee if unpaid 14 days after bill issued

£20 Additional fee if still unpaid 28 days after bill issued

£33.28 Pass to debt collections agency / visiting your home fee

£150 if we were to apply for a warrant to fit a prepayment meter

HM Government is no longer providing an Energy Price Guarantee (EPG) discount to your gas and/or electricity prices. This change took effect from 1st July 2023. Please note, you may still see a saving applied to your account if your bill covers a period before the EPG discount no longer applied.

## Where can I find help?

### If you're moving home:

Complete your home move online in a few simple steps at [scottishpower.co.uk/moving-home](https://scottishpower.co.uk/moving-home). Don't have an online account yet? Register at [scottishpower.co.uk/register](https://scottishpower.co.uk/register). You'll need your moving dates and meter readings. Use our change of address check list to make sure you don't forget anything.

### If something's wrong:

If you have a complaint about our products or service, please call us on **0345 270 0700** so we can resolve your issue as quickly as possible. See our complaint handling procedure at [scottishpower.co.uk/complaints](https://scottishpower.co.uk/complaints)

If your complaint is not resolved within 8 weeks, or you receive our Final Offer letter, you can go to the Energy Ombudsman. It's a free, independent service. Contact them on 0330 440 1624 or [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org) or at [energyombudsman.org](https://energyombudsman.org)

### If you need help with an energy problem:

You can get help if you're struggling to pay your energy bill or have a problem with your meter. Call Citizens Advice (England and Wales) free on 0808 223 1133 or visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call Advice Direct Scotland free on 0808 196 8660 or visit [energyadvice.scot](https://energyadvice.scot), the official sources of free and independent energy advice and support.

### If you need a little extra support:

Our Priority Services provides a range of free services to help you manage your energy account. If you need additional help – such as receiving letters in large print or Braille, help with hearing or speech difficulties or nominating someone to manage your account for you, we can help set things up. For more information on any of the services available, please visit [scottishpower.co.uk/psr](https://scottishpower.co.uk/psr)

## Where does my energy come from?

### Fuel Mix 2022-2023

Our fuel mix opposite shows you how the energy we supply has been generated. We've compared it with the total fuel mix for the rest of the UK, and also show how our green tariffs compare to our other tariffs. For more information on the environmental impact of your electricity supply, visit [scottishpower.co.uk/fuelmix](https://scottishpower.co.uk/fuelmix)

Energy Source	ScottishPower Tariffs		ScottishPower Total Fuel Mix	UK Fuel Mix
	Green Tariffs	All other Tariffs		
Coal	0%	7%	6%	3%
Gas	0%	73%	59%	39%
Nuclear	0%	2%	1%	14%
Renewable	100%	13%	29%	41%
Other Fuels	0%	5%	5%	3%
Total	100%	100%	100%	100%

### Can I choose a greener energy tariff?

Yes, all our domestic green tariffs provide 100% green electricity, generated by our UK windfarms. By choosing any of our green tariffs, you'll be doing your bit to help tackle climate change. Simply visit [scottishpower.co.uk/changemytariff](https://scottishpower.co.uk/changemytariff)

### Can I save some money?

Yes, by making small changes to how you use your energy at home. For tips and tools visit [scottishpower.co.uk/energy-efficiency](https://scottishpower.co.uk/energy-efficiency) or call 0800 332233.

### We're here to help

See page 1 for all our contact details. If you'd prefer to write to us, please send your letter to **ScottishPower, Customer Services, 320 St Vincent Street, Glasgow, G2 5AD.**



All our domestic green tariffs are backed by 100% green electricity generated by our UK windfarms



We've raised over £35m for Cancer Research UK since 2012



Download the free ScottishPower App



## More ways you can pay

### Credit or Debit card

You can pay your bill easily via **scottishpower.co.uk/myaccount**, the ScottishPower App or by calling our free 24hr automated payment line on **0800 001 5115**. We accept Visa Debit, Maestro, Solo, Visa Credit and Electron payments.

### Banking direct

You'll need the following details to hand:

**Bank Sort Code:** 83-07-06

**Bank Account Number:** 00674713

**Your customer account number:** 16144076225

Please enter your customer account number correctly as a payment reference to ensure your payment is applied to your account.

### By post



Please fill in the barcoded payment slip along with your cheque payable to 'ScottishPower' and send it to ScottishPower Group, Payment Collection Centre, PO Box 4740, Worthing BN11 9LT. Please DO NOT send cash in the post. Don't forget to provide us with the following information on the back of the cheque:

**Name:** Insights Independent School

**Address:** ALBERT HALL HAYES SPIRITUALIST CHURCH,  
ALBERT ROAD, HAYES UB3 4HR

**Account number:** 16144076225

### Post Office



You can pay by cash or card at any Post Office. Don't forget to take your bill and the barcoded payment slip below. Please note that Post Offices no longer accept cheques.

### At a bank



#### Bank Giro Transfer

Please fill in the barcoded payment slip below and take it to the bank along with your payment details.

#### Cheque

You can fill in the barcoded payment slip below and take it to the bank along with your cheque made payable to 'ScottishPower'. Please note that you may have to pay a charge. Don't forget to provide us with the following information on the back of the cheque:

**Name:** Insights Independent School

**Address:** ALBERT HALL HAYES SPIRITUALIST CHURCH,  
ALBERT ROAD, HAYES UB3 4HR

**Account number:** 16144076225




### PayPoint



You can pay easily by cash or card at any PayPoint outlet. Don't forget to take your bill and the barcoded payment slip below.

### Payment support options

If you're struggling to pay right now, we may have other payment options to suit you. For example, you could set up a Direct Debit plan or get a Pay As You Go meter to spread your payments over a longer period. You could also choose a weekly or monthly repayment plan. To find out more, please call us on **0345 270 0700**.

		<b>Gas Account</b>		Bank Giro Credit			
		Amount due No fee payable at PO counter					
<div style="border: 1px solid black; padding: 2px;">158 208</div> <div style="border: 1px solid black; padding: 2px;">24</div>	Reference (Account number) <div style="border: 1px solid black; padding: 5px; text-align: center;">16144076225</div>	Credit account number <div style="border: 1px solid black; padding: 5px; text-align: center;">584 0651</div>	<div style="border: 2px solid black; padding: 5px; text-align: center;">£644.82</div>	<div style="border: 1px solid black; width: 100px; height: 30px;"></div>		<div style="border: 1px solid black; width: 100px; height: 30px;"></div>	
		Signature _____ Date _____				CASH <div style="border: 1px solid black; width: 100px; height: 30px;"></div>	
<div style="border: 1px dashed black; border-radius: 50%; padding: 10px; text-align: center;">         Cashier's stamp and initials       </div>		Insights Independent School ALBERT HALL HAYES SPIRITUALIST CHURCH ALBERT ROAD HAYES UB3 4HR		CHEQUES <div style="border: 1px solid black; width: 100px; height: 30px;"></div>			
		RBS Collection Account <div style="border: 1px solid black; padding: 5px; text-align: center;">84-06-51</div>		£ <div style="border: 1px solid black; width: 100px; height: 30px;"></div>			

Please do not write or mark below this line or fold this counterfoil

**Smell gas?** 0800 111 999 (24hrs)

**Smell gas?** 0800 111 999 (24hrs)

## IMPORTANT

### **Speak. Seek. Save.**

Times are challenging and the cost-of-living crisis is impacting many households. We're supporting Citizens Advice with their Speak. Seek. Save campaign to provide more help to our customers.

**Speak:** If you're struggling to pay your energy bills, please speak to us as soon as possible. We can work with you to set up a payment plan or discuss the help and support we have available to you.

**Seek:** You may be eligible for our Hardship Fund if you're on a lower income and need help. The fund can apply credit to your account that you don't need to pay back, which can help clear or reduce any debt on your account. Find out more at [scottishpower.co.uk/hardship-fund](https://scottishpower.co.uk/hardship-fund). We can also direct you to organisations where you can seek advice. For example, debt charities, Citizens Advice, StepChange or LEAP (Local Energy Advice Partnership).

**Save:** We can help you save energy at home with our simple tips. For example, turning your heating down by one degree could save you £100 per year\*. Find out more at [scottishpower.co.uk/energy-efficiency](https://scottishpower.co.uk/energy-efficiency) or visit [www.gov.uk/saveenergy](https://www.gov.uk/saveenergy) for further advice from the Government. And, if your home has a poor EPC energy efficiency rating and you receive certain benefits, we could help to lower your energy bills with a free air source heat pump installation. Discover more at [scottishpower.co.uk/air-source-heat-pumps](https://scottishpower.co.uk/air-source-heat-pumps)

### **Extra help managing your energy account**

If you need a little more support – for example if you have a disability, chronic illness, are of pensionable age, are blind or partially sighted, or have experienced a change to your personal circumstances, you may be eligible for our free Priority Services Register (PSR). It offers a range of services - for example, we can send communications in alternative formats, provide help with your meter readings, and carry out free gas safety checks. To find out more, visit [scottishpower.co.uk/psr](https://scottishpower.co.uk/psr)

\*Source: [energysavingtrust.org.uk/energy-saving-budget](https://energysavingtrust.org.uk/energy-saving-budget)



We're founding members of Energy UK's Vulnerability Commitment, which aims to provide focused support for vulnerable households.