

Account Number: 05585528
MyBulb member ID: torikershaw18@gmail.com
Statement number: 167460648
Statement date: 02 November 2022

D Victoria Kershaw
Thatched House, Fairstead Lane, Hempnall
Norwich NR15 2NF

Your energy statement

For the period 02 October 2022 to 01 November 2022

Last account balance	£ 340.14 in debit
You paid us on 26/10/22 - thank you	£ 183.30
Energy Bills Support Scheme on 01/11/22	£ 66.00
Opening balance	£ 90.84 in debit

Cost of your energy this month

Electricity	- £ 239.23
Gas	- £ 233.56
Subtotal	- £ 472.79
Your new account balance	£ 563.63 in debit

Government Energy Price Guarantee

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

Your estimated annual cost

Over the next 12 months, we have estimated your personal projection:

Electricity personal projection: £ 3289
Gas personal projection: £ 4622

This projection includes your energy usage, standing charges and VAT.

Impartial advice

Citizens Advice can provide independent info on energy switching. You can download the 'Know your rights in a changing energy market' guide on the Citizens Advice website or you can call them on 0808 223 1133.

Saving energy

One of the best ways to save money on your energy costs is to use your energy more efficiently. You can get handy tips on saving energy at bulb.co.uk or you can contact the independent organisation Simple Energy Advice on 0800 444 202.

Remember:

As you are making regular automated payments, this statement is for information only and does not require payment.

Account Number: 05585528
MyBulb member ID: torikershaw18@gmail.com
Statement number: 167460648
Statement date: 02 November 2022

Member support

Get in touch

We are open Monday to Friday, 9am to 5pm.

Call	0300 30 30 635
Web chat	www.bulb.co.uk/help
Email	help@bulb.co.uk
Facebook	facebook.com/bulb
Twitter	@bulbUK
Write	Member Enquiries at Bulb 155 Bishopsgate, London EC2M 3TQ

First port of call

If you have any questions about your energy statement, visit www.bulb.co.uk/help to read our guides and get support.

Please tell us if you are not happy

At Bulb, we strive to give you the best member experience possible. If we make a mistake or if you think we haven't done the right thing, please let us know so we can put things right.

If you aren't happy, we would love the opportunity to speak with you as soon as possible, so call us on **0300 30 30 635** and let us know you are not happy or email complaints@bulb.co.uk.

We will do everything we can to solve the problem within five business days.

Impartial advice

The Citizens Advice consumer service provides free confidential impartial advice on consumer issues and may be able to assist you during a complaint process. Visit citizensadvice.org.uk or call their helpline on 0808 223 1133.

If we still haven't met your expectations, the Energy Ombudsman can help.

If after 8 weeks your complaint is still not resolved or if we have issued you a deadlock letter (a letter which details what has happened and what we have suggested) you may get in touch with The Energy Ombudsman.

The Energy Ombudsman is a free, independent organisation that works to resolve issues between energy suppliers and members. Before going to the Ombudsman, you need to have given us an opportunity to resolve the issue first. Following this review, we are legally required to comply with their decision.

Gas emergency

Smell gas or think there might be a gas leak?

Call 0800 111 999 (24hrs)

In the event you can smell gas, immediately turn off the gas at the meter control valve.

Also ensure you do not expose the gas to any heat or flames. That means no smoking or lighting matches! Where possible you should also open any doors and windows to allow the gas to ventilate.

Electricity supply faults

If you have problems with your electricity supply and you have already checked you haven't blown a fuse, call 105

Your Electricity Distributor is UK Power Networks. Their phone number is 0845 601 4516.



Compare your tariff & energy usage

Scan this code using an energy switching app to see if you could save by switching.

Account Number: 05585528
 MyBulb member ID: torikershaw18@gmail.com
 Statement number: 167460648
 Statement date: 02 November 2022

Electricity use in detail

Thatched House, Fairstead Lane, Hempnall,
 Norwich, Norfolk NR15 2NF
 MPAN Reference: 1012722498761
 Meter number: Z08ERO2901

S	02	809	007	
	10	1272	2498	761

Meter readings (Day)

2 October 2022 20632.1 Estimate
 24 October 2022 20938.0 Customer Read
 2 November 2022 21086.2 Estimate

Meter readings (Night)

2 October 2022 38921.5 Estimate
 24 October 2022 39088.0 Customer Read
 2 November 2022 39148.7 Estimate

Energy (day)	454.1 kWh @ 36.7550 p/kWh	£ 166.90
Energy (night)	227.2 kWh @ 21.7500 p/kWh	£ 49.42
Standing charge	31 days @ 37.1690 p/day	£ 11.52

Cost of electricity used £ 227.84

VAT @ 5% £ 11.39

Total electricity costs for this bill £ 239.23

About your electricity tariff

Tariff name: Pay Monthly Variable 2 rate
 Payment method: Monthly direct debit
 Unit rate (Day): 36.76p/kWh
 Unit rate (Night): 21.75p/kWh
 Standing charge: 37.17p/day (£135.67/year)
 Estimated annual usage: 9305 kWh

How much electricity did you use?

For this period, your average usage was 22 kWh/day or £ 7.72/day

What is a kWh (kilowatt-hour)?

A kilowatt-hour is one kilowatt of power being used for one hour. It is the same as a 40-watt light bulb being left on for 25 hours. We also call it a 'unit' of energy.

Account Number: 05585528
 MyBulb member ID: torikershaw18@gmail.com
 Statement number: 167460648
 Statement date: 02 November 2022

Gas use in detail

Thatched House, Fairstead Lane, Hempnall,
 Norwich, Norfolk NR15 2NF
 Meter Point Reference: 3070175002
 Meter number: 5040627

Meter readings

2 October 2022 6697 Estimate
 24 October 2022 6744 Customer Read
 2 November 2022 6766 Estimate

Meter units used: 69

Energy* 2180.0 kWh @ 9.8180 p/kWh £ 214.03

Standing charge 31 days @ 27.1280 p/day £ 8.41

Cost of gas used £ 222.44

VAT @ 5% £ 11.12

Total gas costs for this bill £ 233.56

About your gas tariff

Tariff name: Pay Monthly Variable
 Payment method: Monthly direct debit
 Unit rate: 9.82p/kWh
 Standing charge: 27.13p/day (£99.02/year)
 Estimated annual usage: 43824 kWh

How much gas did you use?

For this period, your average usage was
70 kWh/day or £ 7.53/day

What is a kWh (kilowatt-hour)?

A kilowatt-hour is one kilowatt of power being used for one hour. It is the same as a 40-watt light bulb being left on for 25 hours. We also call it a 'unit' of energy.

*Explaining your gas usage

Not all gas is created equal. We convert gas units from your meter into kWh to make sure the energy output of your gas is priced consistently. We do this using the following formula:

Meter units used	69
Volume conversion factor	x 2.83
Metric units	= 195.27000000
Volume correction	x 1.02264
Calorific value	x 39.3
Convert to kWh	÷ 3.6
Energy used	2180.0 kWh



Account Number: 05585528
MyBulb member ID: torikershaw18@gmail.com
Statement number: 167460648
Statement date: 02 November 2022

Matthew James Cowlshaw, Matthew David Smith and Daniel Francis Butters, each Insolvency Practitioners of Teneo Financial Advisory Limited (formerly known as Teneo Restructuring Ltd), were appointed Joint Energy Administrators of Bulb Energy Limited on 24 November 2021. The affairs, business and property of the Company are managed by the Joint Energy Administrators. The Joint Energy Administrators act as agents of the Company and contract without personal liability.

Bulb Energy Limited is a company registered in England and Wales (No 08469555). Our registered address is 156 Great Charles Street, Queensway, Birmingham, B3 3HN. Our trading address is 155 Bishopsgate, London, EC2M 3TQ. Bulb Energy Limited is licensed to supply electricity and gas by Ofgem.

Energy Bills Support Scheme

All electricity customers will get £400 off their bills with the UK government's Energy Bills Support Scheme. It will be in instalments of £66 in October and November, and £67 each month from December to March. You don't need to apply, and you don't need to pay it back.

If you pay by Direct Debit or top up with Smart Pay As You Go, you'll get this automatically. If you top up using a key or card, you'll get a voucher each month – to use these, you'll need to make sure your contact details are up to date in your Bulb account. Payments and vouchers will normally arrive in the first 10 days of the month.

Find out more at www.bulb.co.uk/EBSS