

EXAMPLE HEATING CO.

To:
Eleanor Fitzgerald

1 Victoria St
London
SW1H 0ET

Issue date: 02 March, 2022

Account Number: 123456
Invoice number: 1002863
VAT number: 123 4567 89
Meter serial number: 76512345

Example Heating Co. Ltd
Stanton Ave, Teddington TW11 0JZ
www.exampleheatingco.com

Customer Helpline: +44 020 1234 5678
Email: heatbills@ehc.com

Your **ACTUAL** meter reading

1	2	4	8	5
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Your previous meter reading
(31/01/22)

1	1	2	3	5
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Here is your heating bill

DESCRIPTION	UNIT	UNIT PRICE	SUB-TOTAL
Heat consumption (kWh) - Actual	1250	£0.0401	£50.13
Standing charge	28 days	£0.963	£26.96

For the period: 01/02/22 to 28/02/22

Dated: 02/03/22

Payment due: **14/03/22**

Sub -Total : £79.02

Tax (20%) : £15.80

TOTAL £92.51

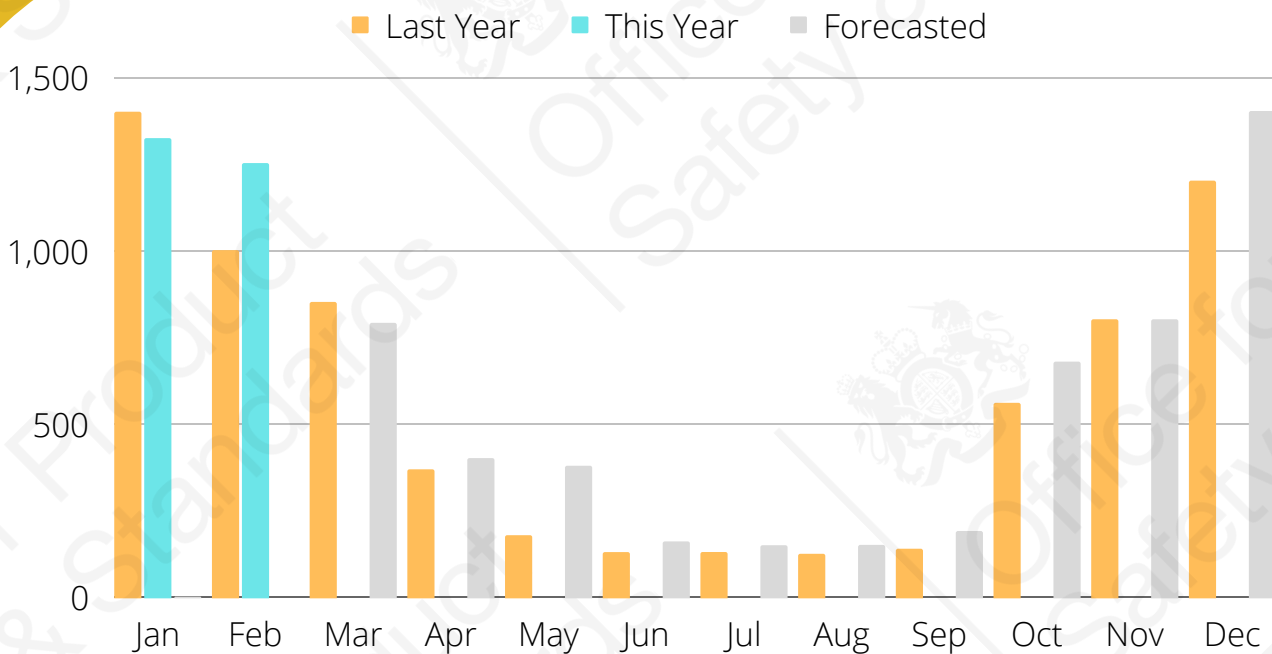
Your previous bill: £99.53

You may be able to reduce your bill.

For more information on how you can save more energy visit:

<https://www.simpleenergyadvice.org.uk/>

or <https://energysavingtrust.org.uk/>



Ways you can pay

Cash or cheque:

Pay at any bank, just take this letter.

Cheques can be sent to:

Stanton Ave, Teddington TW11 0JZ

You must write your account number on the back of your cheque.

Internet banking:

Our sort code is 12-34-56 and our account number is 12345678.

You must use your account number as the payment reference.

Debit or credit card:

Set up an online account at www.exampleheatingco.com or call customer services at 020 1234 5678

Direct debit and other payment plans

Set up a direct debit payment plan on www.exampleheatingco.com or call 020 1234 5678 to learn more about all of our payment plans.

Need more help?

Complaints

If we've disappointed you, and you'd like to make a complaint follow the steps below:

1. Call us on 020 1234 5678 and we'll do our best to help you. Our calls are recorded to help improve services.
2. If you are still unhappy after speaking with us, ask to speak to a manager via telephone or email
3. The heat trust offers heat network customers independent process for settling disputes. Find out more at www.heattrust.org.
4. If 8 weeks have passed or we have reached 'deadlock' you can choose to contact Ombudsman Services: Energy.

They can carry out a free independent review on your behalf and any decisions they make will be binding on us, but not you. Call them on 03304401624 or email osenquiries@os-energy.org or visit their website www.ombudsman-services.org/energy.

Struggling to pay?

If you're having difficulty making payments, for help and advice we recommend

1. Contacting your heat provider
2. Contact Step Change's website www.stepchange.org

Step Change is the UK's leading debt charity, offering expert debt advice and fee-free debt management.