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1 Toll Gate Close  
Tyldesley  
M29 8QZ

**Statement date:** 31 March 2025**Supply address:** 1, Toll Gate Close, Tyldesley, Manchester, M29 8LU

## Your gas statement

**For the period:** 05 February 2025 until 31 March 2025  
**Your tariff:** Standard Online - Monthly Direct Debit  
**Gas reading:** 31 Mar 25 - 2257 (actual)

## How we've worked it out (full details on page 3)

Summary	Credit	Debit
Your starting balance was	£398.17	
Total costs for this period		£82.28
Total payments for this period	£22.00	
<b>Totals</b>	<b>£420.17</b>	<b>£82.28</b>
<b>Your new account balance is</b>	<b>£337.89</b>	

Fancy winning £10,000 cash in our monthly Power Play Prize Draw? Find out more at [scottishpower.co.uk/power-play](http://scottishpower.co.uk/power-play)

## Our cheapest tariffs

Turn over to find out more and discover if we have a cheaper tariff for you.

**Account number:**

1611 4090 822

**No action required**

Your monthly payment

**£22.00**Your next payment will be collected on **01 April 2025**.

**Important:** if we're unable to collect your payment when it's due, we may apply a £5 administration fee as per our T&Cs.

## Here to help

Chat to us every day at  
[scottishpower.co.uk/chat](http://scottishpower.co.uk/chat)  
 Monday to Sunday 7am - 11pm

Or call us on **0345 270 0700**  
 Monday to Friday 9am - 5pm

**Need advice?** See enclosed help page

## Tell me more about my tariff

Below are the details for your current tariff, so you can compare it with other available options.

Gas	
Tariff name	Standard Online
Tariff type	Variable Price
Payment method	Monthly Direct Debit
Early exit fee	Your tariff does not have any exit fees
Tariff end date	Your tariff does not have an end date
Estimated energy used in the last 12 months	5,123 kWh
Estimated annual costs	Currently unavailable

## Let's see if you could pay less

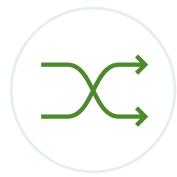
### Our cheapest tariff

**Good news!** You're already on our cheapest tariff.  
We'll let you know if this changes.

Explore our range of tariffs at [scottishpower.co.uk/changemytariff](http://scottishpower.co.uk/changemytariff)

### 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](http://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.



## How your energy adds up

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

How does this compare to last year?



This period last year  
858 kWh

This period  
1,187 kWh

	Credit	Debit
<b>Your starting balance was</b>	<b>£398.17</b>	
<b>Gas costs</b>	<b>Credit</b>	<b>Debit</b>
Meter number: U6S04902122002		
<b>Standard Online - Monthly Direct Debit</b>		
04 Feb 2025	Actual read: 2152	
31 Mar 2025	Customer read: 2257	
Gas units used	105 = 1187.11 kWh	
Unit rate	1187.11 kWh x 5.958p	£70.73
Standing Charge	55 days x 30.240p	£16.63
<b>Total gas costs</b>		<b>£87.36</b>
<b>Discounts</b>	<b>Credit</b>	<b>Debit</b>
DD bonus discount	£9.00	
<b>Total discounts</b>	<b>£9.00</b>	
<b>What you've paid</b>	<b>Credit</b>	<b>Debit</b>
03 Mar 2025	Payment	£22.00
<b>Total paid</b>	<b>£22.00</b>	
<b>Summary</b>	<b>Credit</b>	<b>Debit</b>
Total gas costs		£87.36
Less total discounts	£9.00	£3.92
VAT 5.00% on £78.36		
<b>Total costs for this period</b>		<b>£82.28</b>
Your starting balance	£398.17	
Total payments for this period	£22.00	
<b>Your new account balance is</b>	<b>£337.89</b>	

## Calculating your gas charge

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

$$\text{gas units used} \times \text{calorific value 39.8} \times \text{volume correction 1.02264} \div 3.6 = \text{gas units expressed in kWh}$$

## 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](http://scottishpower.co.uk/moving-home). Don't have an online account yet? Register at [scottishpower.co.uk/register](http://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](http://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](http://energyombudsman.org)

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

Citizens Advice can offer independent help and support if you're struggling to pay your energy bill or have a problem with your account. For free and impartial advice, you can visit their website at [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy). In England and Wales, you can contact Citizens Advice via their consumer helpline on **0808 223 1133**. For the Welsh speaking line, the number is **0808 223 1144**. In Scotland, you can contact Advice Direct Scotland on **0808 196 8660** or at [energyadvice.scot](http://energyadvice.scot)

### 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](http://scottishpower.co.uk/psr)

### If you're struggling to pay for your energy:

We're supporting Citizens Advice with their Speak. Seek. Save campaign to provide more help to our customers. If you're struggling to pay your energy bills, **speak** to us as soon as possible. We can discuss the ways we can help – such as through our Hardship Fund and can direct you to other organisations where you can **seek** advice. We can also offer energy efficiency tips that could help you **save** energy and lower your bills. Find out more at [scottishpower.co.uk/affordability](http://scottishpower.co.uk/affordability)

## Where does my energy come from?

### Fuel Mix 2023-2024

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](http://scottishpower.co.uk/fuelmix)

Energy Source	ScottishPower Tariffs		ScottishPower Total Fuel Mix	UK Fuel Mix
	Green Tariffs	All other Tariffs		
Coal	0%	15%	13%	6%
Gas	0%	68%	60%	35%
Nuclear	0%	11%	9%	13%
Renewable	100%	0%	11%	43%
Other Fuels	0%	6%	7%	3%
Total	100%	100%	100%	100%

### 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](http://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 £40m for the life-saving work of Cancer Research UK since 2012



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