

**General Enquiries: 0345 601 9093**
**Emergencies: 03457 643 643 (24 hours)**
**Address:** SSE Airtricity Energy Supply (NI) Limited  
2nd floor, 83-85 Great Victoria Street,  
Belfast BT2 7AF, Northern Ireland

**Website:** [www.sseairtricity.com](http://www.sseairtricity.com)  
**E-mail:** [customerservice@sseairtricity.com](mailto:customerservice@sseairtricity.com)  
**VAT Registration No:** GB553 7696 03

**Registered in Northern Ireland:** NI041956 SSE Airtricity Energy Supply (Northern Ireland) Ltd.  
**Registered Office:** 2nd floor, 83-85 Great Victoria Street, Belfast BT2 7AF, Northern Ireland.

**Invoice Number:** 
**Account Number:** 
**Date of Issue:** 11/05/2015

**Electricity Usage Details**
**Electricity Supply Address:** 34a Frances Street, Newtownards, Co. Down

Bill Period	Description	Meter No.	Date	Previous Reading	Date	Interim Reading	Date	Present Reading	Multi-plier	Usage
Current	Popular		02/04/2015	43154 (A)			10/05/2015	44085 (E)	1.0	931

(A) Actual Meter Reading (E) Estimated Meter Reading (C) Customer Meter Reading

Total Consumption of all meters used from 02/04/2014 to 02/04/2015 is 7392 kWh

**Electricity used this period has increased by 9.9%**

Last year 847 kWh (Billing period 02/04/2014 to 10/05/2014).

This year 931 kWh (Billing period 02/04/2015 to 10/05/2015).

Difference in electricity usage is +84 units this year compared to the same period last year.

 For further information on your consumption, visit My SSE Airtricity, your SSE Airtricity Online Account at [sseairtricity.com](http://sseairtricity.com).

**Meter Readings**

Every electricity customer has a consumption pattern based on previous usage. All estimates are based on this historical pattern of consumption. If at any stage you are not satisfied with an estimated reading, you can submit an actual meter reading and we will incorporate this into the calculation of your next bill.

 Your meter was last read on 02/04/2015. If you would like to submit a meter reading, please visit [www.sseairtricity.com](http://www.sseairtricity.com) or call us on 0345 601 9093.

**SSE AIRTRICITY - Northern Ireland's Largest Green Energy Generator**

SSE Airtricity Fuel Mix Disclosure: January 2013 to December 2013

Electricity supplied has been sourced from the following fuels:	% total	
	Electricity Supplied by SSE Airtricity	Average for All Island Market (for comparison)
Renewable	15.3%	30.2%
Coal	37.2%	18.4%
Gas	33.2%	44.1%
Peat	13.1%	6.5%
Other	1.2%	0.8%
<b>Total</b>	<b>100%</b>	<b>100%</b>
<b>Environmental Impact</b>		
CO <sub>2</sub> Emissions	0.659t/MWh	.452t/MWh

 SSE Airtricity is the largest green energy generator in Northern Ireland. In 2013, around 15,000 businesses in Northern Ireland and the equivalent of 75,000\* homes were powered by the green energy generated by SSE Airtricity, significantly abating harmful Carbon Dioxide (CO<sub>2</sub>) emissions in the country by around 130,000\* tonnes. For more see [SSEairtricity.com](http://SSEairtricity.com) \*Equivalent homes powered and CO<sub>2</sub> abated calculations based on performance in 2013 of SSE Airtricity wind farms in Northern Ireland.

**Moving Premises**

 If you move premises, you must provide us with a meter reading on your last day at the premises and a forwarding address so that we can send you a closing bill. **You remain liable for all subsequent charges at that premises until a final meter reading is provided to us.** Simply call us on 0345 601 9093 with your final meter reading or visit your account at [www.sseairtricity.com](http://www.sseairtricity.com)
**Overdue Accounts**

If you envisage any difficulties with regard to paying your bills, please contact us immediately and in confidence at 0345 601 9093 to organise a suitable arrangement. SSE Airtricity reserves the right to discontinue the supply of electricity in the event of non-payment of an account.

**Not Happy With Our Service?**

If you have a complaint, please call our Customer Service team on 0345 601 9093. If your complaint has not been resolved to your satisfaction, you may request to be put in contact with the Customer Service Manager (at the same number).

**Independent Advice**

 If we are unable to resolve your complaint, you may contact the General Consumer Council for Northern Ireland (GCCNI) at: Elizabeth House, 116 Hollywood Road, Belfast, BT4 1NY. Telephone: 0800 121 6022. Fax: 028 9065 7701. Email: [info@gccni.org.uk](mailto:info@gccni.org.uk) Website: [www.gccni.org.uk](http://www.gccni.org.uk)
