



## How to contact us

If you have any questions, please contact us.

<b>By phone</b>	UK 0345 758 5401 Non UK +44 870 901 1040
<b>By post</b>	SSE, PO Box 514, Basingstoke RG21 8WS
<b>Online</b>	<a href="http://www.ssebusiness.co.uk">www.ssebusiness.co.uk</a>
<b>Cheque payments</b>	SSE, Payment Centre, PO Box 13, Havant PO9 5JB

We prefer you to phone rather than write because it's quicker, more direct and easier for us to answer your questions straight away.

Please note: to help us improve our service further, we may record customer phone calls from time to time.

If your name, address or postcode are shown incorrectly on your bill, please phone us so we can update our records.

## Our commitment to you

SSE is committed to offering the very best in customer service and our advisors will do all they can to answer any questions and to help manage your account. If for any reason you are not satisfied with our service, please ask to speak to a manager.

If your complaint is not resolved to your satisfaction, you can raise the matter with our Head of Customer Service who will undertake an independent internal review. You can contact the Head of Customer Service as follows:

By Post	SSE, PO Box 7506, Perth PH1 3QR
By Email	<a href="mailto:headofcustomerservice@sse.com">headofcustomerservice@sse.com</a>

If you do not receive a satisfactory response from our Head of Customer Service, you can contact Ombudsman Services, Energy on 0330 440 1624, or visit [www.ombudsman-services.org](http://www.ombudsman-services.org)

If you are a Micro Business Customer, you can also contact Citizens Advice consumer service, who provide free, confidential and impartial advice, on 03454 04 05 06 or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

For a copy of our complaint handling statement, go to [www.ssebusiness.co.uk](http://www.ssebusiness.co.uk). Alternatively, you can contact us to request a copy please see 'How to contact us' above.

## Emergencies

If you suspect a gas leak or other gas emergency this should be reported immediately. The 24-hour emergency number is 0800 111 999.

## When you move

Remember to phone us with your meter reading when you move. If you move without telling us, you may be billed for electricity or gas used by the next occupier.

## Your gas transporter and meter point reference number

As an energy supplier we are required to provide our customers with details of their gas meter point reference number (MPRN) and the name of their gas transporter. If you need this information, please phone our helpline on 0345 758 5401.

## Meter Readings

If we don't read your meter, we estimate the reading to use on your bill. Normally our calculations are accurate and you don't need to do anything except pay your bill in the usual way. We suggest you check our calculations with the reading on your meter and phone us if there is a big difference.

## Climate Change Levy

Climate Change Levy is a Government tax on the commercial use of both electricity and gas, introduced on 1 April 2001 as part of the UK's Climate Change Programme.

For more information, go to [www.hmrc.gov.uk](http://www.hmrc.gov.uk) and look for Climate Change Levy within the Search facility. Alternatively, you can contact HM Revenue and Customs' National Advice Service (NAS)/The VAT and Excise Advice Line on 0300 200 3700 (open Monday to Friday 8am to 8pm).

Completed PP11 Certificates can be posted to SSE at: SSE, PO Box 514, Basingstoke RG21 8WS.

## Understanding your gas bill

This step-by-step guide will help you to understand how we worked out your gas invoice.

- To check how many units you have used – take the reading last time away from the reading this time.
- To adjust the units used to allow for standard pressure conditions – multiply the units used by the correction factor\*.
- To check the cubic metres of gas you have used – multiply the adjusted units by 2.83. (You don't need to do this if you have a new metric meter.)
- To check the kilowatt hours (kWh) you have used – multiply the number of cubic metres of gas by the calorific value\*\* and divide by 3.6.
- To check how much you need to pay – multiply the kWh by the price, add any service charges and VAT.

\* Correction factor

Our supplier licence requires us to adjust the volume of gas recorded by your meter to take account of standard temperature and pressure conditions. This adjustment is the 'correction factor'.

\*\* Calorific value

This means the energy content of gas. We average the calorific value of the gas over the period of your invoice.