

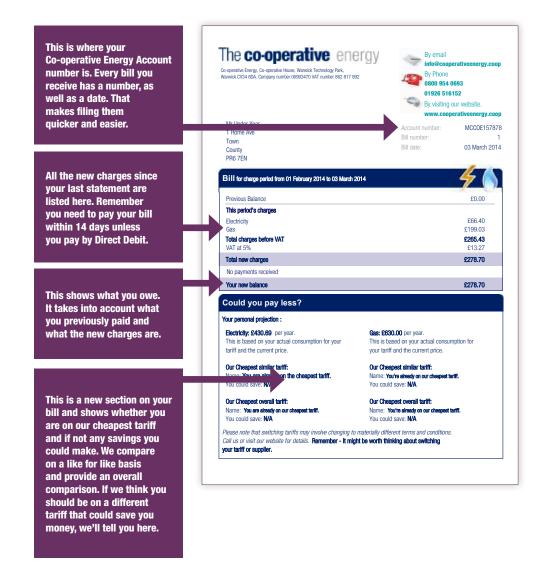
# Your new bill and annual statement

Now easier for you to follow

The **co-operative** energy

Following recommendations resulting from Ofgem's Retail Market Review, here is a guide to your bill with the various sections explained.

### Your bill explained



Your bill also contains information on who to contact in an emergency, details of the Energy Ombudsman, consumer help and advice services as well as details of ways to pay.

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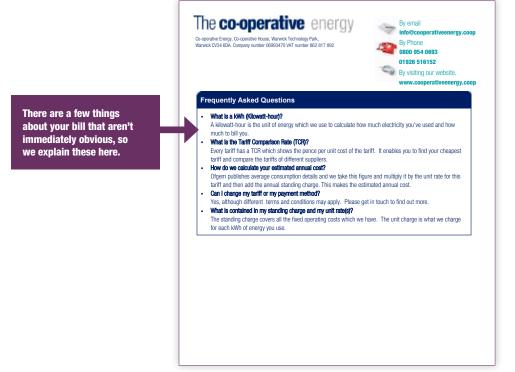
# Your **bill** explained

This reminds you about the details of the tariff you're on. So you'll find the name of the tariff, your payment method, the end date (if there is one) and how much energy you've used in the last year.

Your Tariff Comparison Rate (TCR) is given here. A TCR is a way of easily comparing our rate with those of other suppliers.



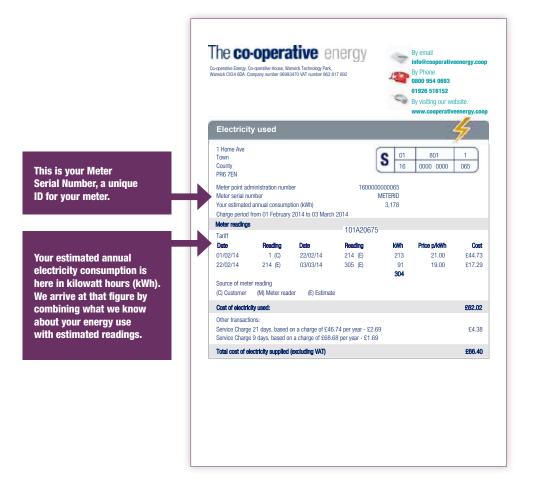
### Your bill explained



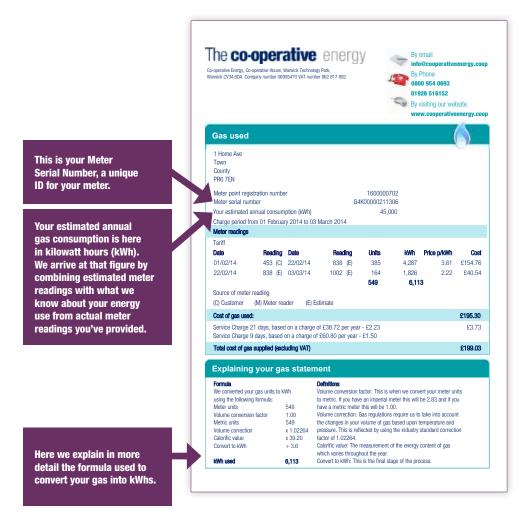
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# Your **bill** explained



# Your bill explained



Due to the changes required by Ofgem we are currently unable to display The Midcounties Co-operative membership points on your bill.

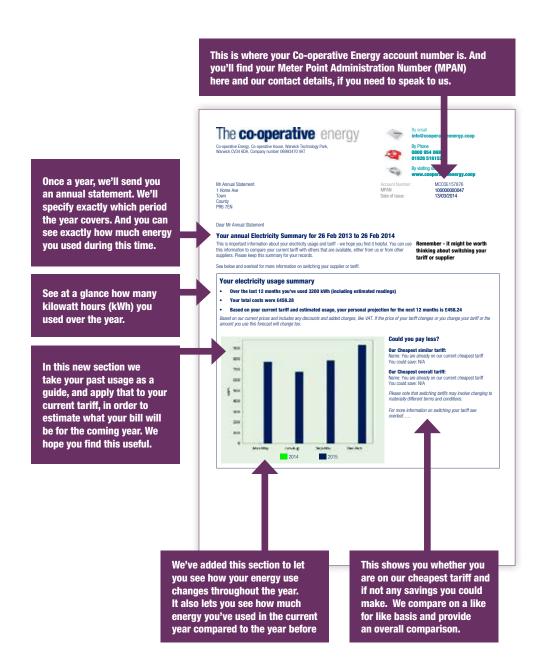
If you're a member, you'll continue to accrue membership points and receive a Share of the Points statement every six months, in June and November.

You can check your membership points at: www.midcounties.coop/members/Login.aspx or we can check them for you, just email: membership@cooperativeenergy.coop If you are not a member and would like to join just contact us at membership@cooperativeenergy.coop and we'll sign you up.

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Following recommendations resulting from Ofgem's Retail Market Review, here is a guide to your **annual statement** with the various sections explained. Previously your annual statement formed part of your bill and only gave a tabled summary of your usage.

### Your annual statement explained



### Your annual statement explained

If you'd like like truly independent advice about switching suppliers, we now make it easier by supplying the contact details of those who can help you, here.

For the first time we've also added a Tariff Information Label or TIL to your bill. This sets out all the main information about your tariff.

This section is also new to your statement. It demonstrates the overall cost on your particular tariff, based on an estimate - or if you've provided one - an actual reading. Also, by using your previous use as a guide, we give you an idea of what next year's energy costs might be.

