



Your new comfort statement is here.

1 Energy used from 4th February 2022 to 28th February 2022

Your opening Account Balance	£0.00
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Total payments (made by you)	-£99.00
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Total adjustments	£0.00
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Your Energy Charges

Electricity used (bought from Octopus Energy)	£51.74
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Electricity exported (sold to Octopus Energy)	-£1.72
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Electricity standing charge	£6.22
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Our Sero Life Service	£9.99
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Your new Account Balance *	-£42.76 in Credit
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1 **Billing cycle.** This is the start and end of the bill - the energy charges relate to energy used or exported between these dates.

2 **Your opening account balance.** If it's your first bill it will normally be zero. If you've had a previous statement, then the opening balance is the closing balance of your last statement.

3 **Total Payments, made by you.** This is normally between your last statement date and the current statement date.

4 **Any adjustments made on your account.** For example, a miscellaneous credit or debit, a refund or a late payment charge.

5 **Electricity used.** Energy purchased from our partner supplier Octopus. Electricity is measured in kilowatt hours. (kWh)

6 **Electricity exported.** Any electricity sold back to the grid. You will export any energy you generate from your solar panels - after your battery has been charged or used in your home.

7 **A standing charge** is a fixed daily amount you pay an energy company no matter how much energy you use. It pays for things like maintenance work and getting power to your home.

8 **Our Sero Life monthly fee.** Services include optimizing your energy and managing your comfort.

What is a kWh?

A kWh (kilowatt hour) is how energy is measured. It is the amount of energy you would use if you kept a 1,000 watt appliance (such as a small hairdryer) on for an hour. kWh is the standard measurement in all energy bills, whether they're for gas, electricity or renewable energy like solar power.