

ECONOMY 10 – ONE EASY WAY TO SAVE MONEY

How to make the most of your electricity tariff



 www.southern-electric.co.uk

 **Southern Electric**
energy made better

One simple way to save

The electricity in your home is supplied by Southern Electric. Our low cost tariff Economy 10 helps put you in control of your energy use and can help you save money off your bill.

Economy 10 gives you 10 hours off-peak electricity, which you can use to heat your radiators and to power your home appliances.

This leaflet will help you make the most of the Economy 10 tariff, so you can save money and keep your home nice and warm too.

What is Economy 10?

- Economy 10 is an energy tariff that gives you 10 hours off-peak electricity which means cheaper electricity for your home.
- These off-peak hours are charged at a lower rate, so you get cheaper electricity and save money.
- The off-peak hours are spread throughout the day so they're practical too.



To find out more about Economy 10, or for advice on how to reduce your energy use, just visit us online:

→ www.southern-electric.co.uk

How Economy 10 works

Economy 10 gives you 10 hours off-peak electricity spread throughout the day.

This allows you to heat as much water as possible with your cheaper rate electricity and reduce your use of the more expensive daytime rate, when your home may need less heat.

- Economy 10 is specifically designed for homes with direct acting electric boiler systems, fluid filled electric radiators or air/ground heat pumps.
- In addition to your heating and hot water, all the electricity you use at the off-peak times is charged at the lower rate (such as washing machines, dishwashers, tumble dryers and so on).
- You will only receive one energy bill, making payments clearer.



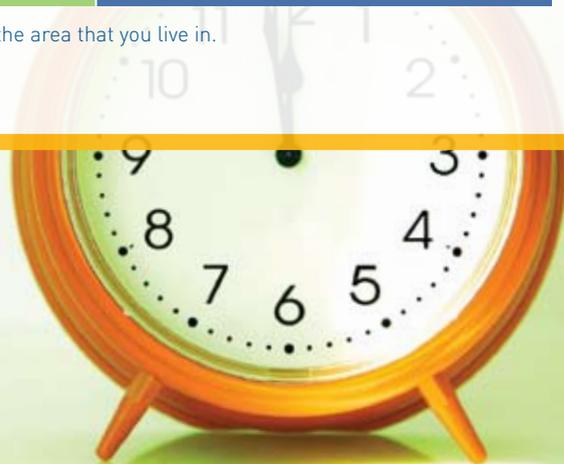
Prices and times

Your Economy 10 tariff is made up of three prices: a fixed service charge, a standard price and a lower price for off-peak times.

You can reduce your costs just by using electricity during the off-peak times and avoid, when possible, using energy during the peak times.

Off-peak		Peak	
00:00 – 05:00	5 hours	05:00 – 13:00	8 hours
13:00 – 16:00	3 hours	16:00 – 20:00	4 hours
20:00 – 22:00	2 hours	22:00 – 24:00	2 hours

Regional times may vary according to the area that you live in.



10 ways you can make the most of your energy

- 1 Use timers to set your main appliances – such as washing machine, dishwasher and tumble dryer – to run during the off-peak hours
- 2 If your appliances do not have timers built in, get external timers that plug into the socket
- 3 Take shorter showers, to make your hot water last longer
- 4 Fully load your washing machine and dishwasher before use
- 5 Dry your clothes outside, instead of using your tumble dryer
- 6 Turn off unused standby appliances at the plug so they're not using electricity
- 7 Switch to energy-saving light bulbs
- 8 Instead of turning up the heating, why not put a jumper on?
- 9 Only boil as much water as you need when making tea
- 10 Always let hot food cool before putting in the fridge



Did you know we're No.1 for customer satisfaction?

We put our customers first. No wonder we're the only energy company to have been ranked 'No.1 UK Domestic Electricity and Gas Supplier for Customer Satisfaction'.*

We're the UK's 2nd largest energy supplier but we're not too big to care. So, with Southern Electric, you can be sure of quality service and promises kept.

That's because we were the first energy company to create a Customer Charter so you're protected by our promises. Here's what to expect from us:

- We will look after your best interests from day one, listen to you and treat you with respect
- We will make it easy for you to speak to a real person in the UK
- We will quickly, and without fuss, solve any problems you tell us about and keep you informed along the way
- We will provide special help for our most vulnerable customers

Committed to the environment



We're the UK's leader in renewable energy* investing £2.5b in renewable energy projects over the next five years.

Committed to service



We've been awarded Best Overall Energy Supplier by uSwitch in their Satisfaction Reports two years running.†

→ View our full customer charter at www.southern-electric.co.uk

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→ www.southern-electric.co.uk



*Scottish and Southern Energy received the highest numerical score among electric and gas suppliers in the proprietary J.D. Power and Associates 2007 UK Electricity and Gas Supplier Customer Satisfaction StudySM. Study based on 2,649 online interviews with domestic electricity customers and 2,655 online interviews with domestic gas customers throughout the UK measuring 6 electric and gas providers. Your experiences may vary. Visit www.jdpower.com.

†Southern Electric is part of the Scottish and Southern Energy group which generates the most electricity from renewable sources compared to the other 5 major UK suppliers from year to end March 2008.

‡Southern Electric is part of the Scottish and Southern Energy Group, voted Best Overall Energy Supplier in both the 2006 and 2007 uSwitch Customer Satisfaction Reports.

Any questions?

Electricity General Enquiries

8am-8pm Mon-Fri, 8am-2pm Sat

 Call 0845 744 4555^Δ

Careline

8am-8pm Mon-Fri, 8am-2pm Sat

 Call 0800 622 838

For more information:

Visit www.southern-electric.co.uk

^ΔWe may monitor your call to help improve our customer service. **talk** customers will be charged a maximum of 2ppm for 0845 calls. A call set up fee of 6p per call will also apply. BT customers will be charged a maximum of 2ppm for 0845 calls. A call set up fee of 7p per call will also apply. Prices correct as at 1/10/08. If you use another service provider you should check what the cost of the call will be.

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OCT 08