

Important information

Please read this leaflet – it contains information relating to your energy account, including where to get impartial advice.

Moving home?

At ScottishPower, we want to make moving home easy for you. Complete your home move online in a few simple steps at scottishpower.co.uk/moving-home. You'll need your moving dates and meter readings, then we'll take care of the rest. If you have a Prepayment meter or you don't have an online account contact us at scottishpower.co.uk/getintouch. If you contact us, please have the following handy:

- The date on which you stop being legally responsible for the property (i.e. the date of sale/your tenancy agreement)
- Meter readings for your old and new home on this date
- Your new/forwarding address
- Contact details for the landlord/letting agents (if applicable)
- The name of the new occupier at your old address (if known)
- Your debit or credit card details to settle your final bill if you're moving out of your property

You can use our change of address check list to make sure you don't forget anything.

Something wrong?

Our Customer Care Team is here to help. If something has gone wrong, please let us know - we'll do what we can to put it right. Contact us on **0345 270 0700** or visit scottishpower.co.uk/getintouch to chat. If your complaint is not resolved within 8 weeks, or you receive our Final Offer letter, you could take your case to the Energy Ombudsman. It is free to use their services and they are totally independent. If you agree with their decision, we have to act on what they say. This may mean we have to apologise, explain what has gone wrong, correct the problem or give you a financial award. However, you do not have to accept their decision. They can be contacted on **0330 440 1624**, emailed at enquiry@energyombudsman.org or visit energyombudsman.org

Citizens Advice and Advice Direct Scotland

Citizens Advice can offer independent help and support. For free and impartial advice, you can visit their website at citizensadvice.org.uk/energy. In England and Wales, you can contact Citizens Advice via their customer helpline at **0808 223 1133**. For the Welsh speaking line, the number is **0808 223 1144**. In Scotland, you can contact Advice Direct Scotland on **0808 196 8660** or visit energyadvice.scot

Need additional support? Our Priority Services

We want to give as much support as we can to those customers who need it. Our Priority Services Register offers support to different customers, ranging from those with chronic illnesses or disabilities to those experiencing a change in personal circumstances. From bills and other communications, available in formats such as large print and braille, to informing your local electricity distribution company if you require a continuous supply of electricity, we have help and support available to help you manage your account more easily. To find out what support may be available to you through our Priority Services Register, please visit scottishpower.co.uk/psr

Where does our electricity come from?

Our fuel mix breakdown is shown below to help you understand the source of fuels we use to generate electricity and their environmental impact. We've compared them with the total fuel mix for the rest of the UK, and also shown a comparison between our green tariffs and all our other tariffs. Please note all our domestic green tariffs provide 100% green electricity generated from our own windfarms here in the UK.

How the energy we supply is generated: our fuel mix 2024-2025

Our tariffs

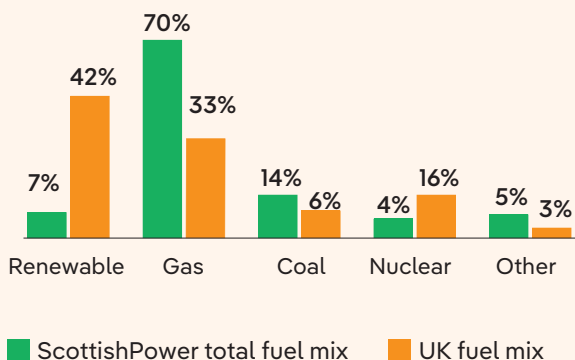
All our domestic green tariffs are backed by 100% renewable energy, generated by our windfarms in the UK.

Here's where the fuel comes from for our other tariffs:

-  Renewable **3%**
-  Gas **73%**
-  Coal **14%**
-  Nuclear **4%**
-  Other fuels **6%**

How our fuel mix compares

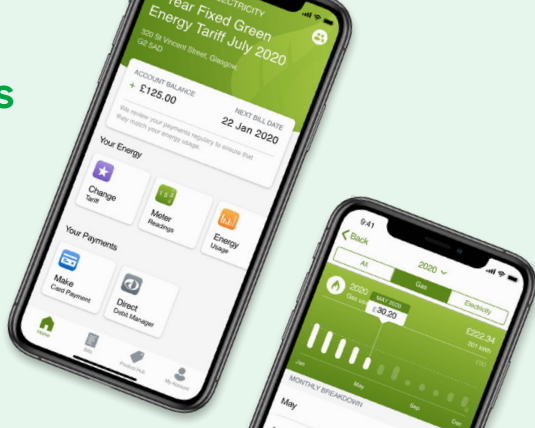
Here's how our total fuel mix compares to the overall fuel mix across the UK:



For more information on the environmental impact of your electricity supply, visit scottishpower.co.uk/fuelmix

Control at your fingertips

With the ScottishPower App you can manage your account, submit meter readings, make payments and more. Simply download it from the App Store or Google Play.



View a simple explanation of your bill at scottishpower.co.uk/simplebill or register at scottishpower.co.uk/register

We're here to help

Online

scottishpower.co.uk/getintouch

Letter

ScottishPower
Customer Services
320 St. Vincent Street
Glasgow
G2 5AD

Web

scottishpower.co.uk

Hearing or speech difficulties?

You can contact us easily using Relay UK. Just visit relayuk.bt.com for more information.

If you require a large print or Braille bill, please contact us at

scottishpower.co.uk/getintouch

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