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**There is a list of information that is required from the electricity bills to be able to quote:**

- Company Name
- Company Billing Address
- Site Address
- Account Number
- MPAN (Meter Point Access Number)
- Contract End Date
- Notice Date
- Unit Rate(s)
- Unit Usage(s)
- Standing Charge

Some bills do not have a contract end date printed on the bill. In this case, you have to email the current gas supplier and request the contract end date and notice date (along with the signed LOA on headed paper) to be able to quote.


**Electricity bills can have up to three different rates:**

- Day – All bills will have this rate
- Night
- Evening/Weekend

# British Gas

The front page of the British Gas bill shows the below information:

- Company name and billing address
- Account number
- Site address
- Contract end date
- Notice date



Looking after your world

Bill date: 31 Mar 2014  
Bill number: 00000000/0  
This is a VAT invoice  
VAT registration number 000 0000 00

Account number  
**600485895**

Any questions?  
0000 000 0000  
Mon – Fri 8am to 6pm  
Sat 9am to 1pm  
britishgas.co.uk/business

HEAD OFFICE  
ANOTHER PLC  
10 EXAMPLE STREET  
ANYTOWN  
COUNTYSHIRE  
AB12 3CD

27 February 2014 - 27 March 2014

**Your business electricity bill**

Head Office, Another Plc, 10 Example Street, Anytown, Countyshire AB12 3CD

**Your Fixed Price Energy Plan will renew on 16/07/15**

Your new Fixed Price Energy Plan will end on 16/07/15. We'll write to you around 60 days before this date to tell you about your options, including how to end your plan. To discuss your energy account with us, please call us on 0330 100 005.

**Your charges this month are based on ESTIMATED readings**

To keep your charges accurate go to britishgas.co.uk/business/meter-read with your latest reading.

**We value your business**

If we can help explain any element of your bill or support your business in reducing bills, please contact us.

**Your account**

Since your previous bill


Outstanding balance on 10 February 2014	£61.14
Cheque received – 20 February 2014	£61.14 CR
<b>Balance from last bill</b>	<b>£0.00</b>

**New charges this bill** (see over for details)

Electricity charges	£23.51
Standing charge	£35.45
<b>Total charges exc VAT</b>	<b>£58.96</b>
VAT	£2.95
<b>Total new charges this bill inc VAT</b>	<b>£61.91</b>

**Total amount now due** **£61.91**

Please pay this by 10 April 2014



Energy Payment Slip

British Gas

Amount due  
no fee payable at P.O. counter  
**£ 61.91**

bank giro credit

Reference (customer account number)  
155  
600485895

Credit account number  
143 0947

Cheque acceptable at a Post Office

Signature  
Date  
/ /

43-09-47  
HSBC Head Office Collection Account

Please do not write in the area below or fold this voucher

101822288600485895 A4241430947 91 X

The second page of the British Gas bill shows the below information:

- MPAN (shown in the S box)
- Unit rate(s) – Usage and p/kWh
- Standing charge

Notes

- British Gas have 2 pages per bill.

**Emergency or loss of supply**  
0000 000 0000  
or contact your local distribution network operator.  
Call to British Gas may be monitored for quality assurance and compliance purposes.

**Your charges this month are based on ESTIMATED readings**  
To keep your charges accurate go to britishgas.co.uk/business/meter-read with your latest reading.

**Account enquiries**  
0000 000 0000  
customerservices@britishgasbusiness.co.uk  
British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

**Moving premises**  
0000 000 0000  
changeofnancy@britishgasbusiness.co.uk  
Let us know as early as possible.

**Fuel mix**  
British Gas purchase a mixture of fuels to create the electricity we supply to customers.

1 Apr 2012 – 31 Mar 2013	
Coal	26%
Natural Gas	34%
Nuclear	28%
Renewables	10%
Other Fuels	2%
Total	100%
CO2 emissions	379g per kWh
High-level radioactive waste	0.0026g per kWh

**What to do if you have a complaint:**

- 1 Please call us on 0000 000 0000. We will do all we can to resolve your issue straight away.
- 2 If you are still dissatisfied, please contact our Director of Customer Service.  
Email customer.service.director@britishgas.co.uk or write to: Stephen Stewart, Complaints, British Gas, Penman Way, Leicester, LE19 1SZ
- 3 If you are a micro-business and have followed steps 1 and 2, and your complaint is still unresolved after 8 weeks, you can contact Ombudsman Services: Energy on 0330 440 1624 (Textphone 0330 440 1600), or via www.os-energy.org

Further information about our complaints procedure and the definition of a micro-business is available on our website at [www.britishgas.co.uk/business/complaints](http://www.britishgas.co.uk/business/complaints). Citizens Advice consumer service provides free, unbiased advice on consumer issues at [adviceguide.org.uk](http://adviceguide.org.uk) or call the helpline on 08454 040506.

**Details of charges**

S 06 000 062 19 00000000 264	MPAN number 00000000000000	Meter ID G0000000000000			
Previous reading	Current reading	Multiplier	kWh	Rate	Charges
<b>Night unit charge</b>					
7495 ESTIMATED 27 Feb 2014	7574 READ 25 Mar 2014	79 units x 2.0	158	5.397p	£8.53
7574 READ 25 Mar 2014	7578 ESTIMATED 27 Mar 2014	4 units x 2.0	8	5.397p	£0.43
<b>Day unit charge</b>					
26371 ESTIMATED 27 Feb 2014	26517 READ 25 Mar 2014		146	9.768p	£14.26
26517 READ 25 Mar 2014	26520 ESTIMATED 27 Mar 2014		3	9.768p	£0.29
<b>Electricity charges</b>					<b>£23.51</b>
Standing charge				92 days at 38.532p	£35.45
<b>Total charges exc VAT</b>					<b>£58.96</b>
VAT at 5%					£2.95
<b>Total charges inc VAT</b>					<b>£61.91</b>

**How to pay**  
Please always quote your account number: **600485895**

**Direct Debit**  
The easiest way to pay. To set up a Direct Debit, please call us on 0000 000 0000.

**BACS**  
Please quote your account number when making a payment.  
Sort Code: 40-05-30  
Account Number: 52464055  
Please email the remittance advice to [BGB.payments@centrica.co.uk](mailto:BGB.payments@centrica.co.uk).  
Alternatively, you can post to British Gas, Payment Area 60, Camberley, Surrey GU95 1AW.

**Debit or Credit card**  
To pay by Debit or Credit card, please call us on 0000 000 0000.

**Cheques**  
Please make cheques payable to British Gas, and write your account number on the back. Post cheques with the giro slip to British Gas, Payment Area 60, Camberley, Surrey GU95 1AW.

**Problems paying this bill?**  
If you are having problems paying we can help, please call 0000 000 0000, or go to [britishgas.co.uk/business/financial-difficulty](http://britishgas.co.uk/business/financial-difficulty)

The front page of the EDF Energy bill shows the below information:

- Company name and billing address
- Account number
- Billing period

The second page of the EDF Energy bill shows the below information

- Contract end date (shown as “Tariff end date”)
- Notice date (shown as “Tariff notice date”)
- MPAN (shown as “Supply number”)
- Unit rate(s) – Usage and p/kwh
- Standing charge

Notes

- EDF Energy have a minimum of 2 pages per bill.


Account number  
123 123 123 123

Bill date: 20 Feb 2014

edfenergy.com

0800 096 9000  
8am–8pm Mon–Fri, 8am–2pm Sat

24 hour emergencies:  
Electricity: 0800 056 8090  
Gas: 0800 111 999



Mr A Smith  
20 Sample Street  
Sample Ville  
SAM PLE

Q

Hello Mr Smith

Your electricity bill

For 10 August 2011 – 01 November 2011 (84 days)

The balance on your last bill (09 August 2011)	£5.41 in debit
You paid us (3 monthly payments of £37.00)	£111.00 credit
Your charges for this period (including VAT)	£84.31
Your new account balance	£21.28 in credit

Your payments are staying the same

We’ve rolled your credit balance into your Direct Debit payments for the year.  
Because your monthly payments are staying the same, there is nothing you need to do at the moment.  
You will find details of how we set Direct Debit amounts on the last page of your bill.

Supply address:  
123 Test Road, Test Town  
TEST

Page: 1 of 3

Could you pay less?  

12

Over the next 12 months  
Electricity personal projection: £XXX.XX  
This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Warmwise prices may go up or down.

★ You’re on our cheapest tariff  
Congratulations, you’re on our cheapest electricity tariff available for your meter. We’ll let you know at least once a year if this changes.

Remember – it might be worth thinking about switching your tariff or supplier.  
Please note that switching tariffs may involve changing to materially different terms and conditions.  
For more about your current tariff, see page 2.

This is not a VAT invoice


123 123 123 123

BDDMAP

edfenergy.com

0800 096 9000  
8am–8pm Mon–Fri, 8am–2pm Sat

24 hour emergencies:  
Electricity: 0800 056 8090  
Gas: 0800 111 999



About your charges

Electricity

Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
Meter: D0485528 Tariff: Standard (Variable) – Prepay					
29 Mar 13 – 01 May 13	6367 ESTIMATED	6753 ESTIMATED	386 kWh	11.79p	£45.51
02 May 13 – 09 Jan 14	6753 ESTIMATED	9144 ESTIMATED	2391 kWh	12.83p	£306.77
04 Aug 13 – 31 Aug 13	9144 ESTIMATED	10003 OUR READ	859 kWh	13.38p	£114.93
Standing charge (32 days @ 13.70p per day)					£4.38
Standing charge (253 days @ 13.15p per day)					£33.27
Standing charge (69 days @ 14.00p per day)					£9.66
Total electricity charges for this period					£514.52
Subtotal					£514.52
VAT @ 5% of £514.52					£25.73
Total charges for this period					£540.25

About your tariff

Page 2 of 3

You can use the information below to compare your current tariff with others.

Electricity

Tariff name	Standard (Variable) – Prepay
Payment method	Prepayment
Tariff end date	None
Exit fee (for early cancellation of tariff)	None
Annual consumption (based on estimates)	3,636 kWh

Electricity

Supply number:  
S 01 801 902  
12 0002 0075 216

Distributor:  
UK Power Networks, Fore Hamlet, Ipswich,  
Suffolk IP3 8AA. Call 0845 601 4516

123 123 123 123

- Company name and billing address
- Account number
- Site address

Date 13 November 2013  
This is not a tax invoice

Mr AB Smith  
10 Example Street  
Anytown  
Countyshire  
AB12 3CD

Your statement   The details   1 of 2

Any questions?  
[Go to eonenergy.com/FAQ](#)  
Call our UK call centres 0345 052 0000  
We're open Monday to Friday 8.00am until 8.00pm  
and Saturday 8.00am until 6.00pm.  
For training purposes, we may record calls sometimes.  
Your account number **1234 5678 9012**

→ Your E.ON Points total is **9999**  
Total for all your eligible E.ON tariffs on 11 Nov 13  
You may have earned more points since this date.

## Electricity and gas statement – estimated

If your actual readings are very different to our estimates, go to [eonenergy.com/readings](#) or call us on 0345 052 0000

Before this statement

Balance on last statement – 12 May 2013	£22.01	CR
Your payments – thanks	£300.00	CR
£50.00 CR on 06 Jun 13   £50.00 CR on 02 Jul 13   £50.00 CR on 02 Aug 13		
£50.00 CR on 03 Sep 13   £50.00 CR on 02 Oct 13   £50.00 CR on 02 Nov 13		

On this statement

Electricity and gas charges – see back for info	£311.01	
Discounts	£22.72	CR
Dual fuel £11.36 CR, Paperless billing £11.36 CR		
VAT at 5% on £288.29	£14.41	

Your credit balance is

£19.31 CR

Each day at a glance

Electricity

You used

5.3 kWh on this bill

5.9 kWh this time last year

Gas

You used

11.8 kWh on this bill

14.3 kWh this time last year

Electricity average for last year is based on estimated reads. Gas average for last year is based on estimated reads.

Want to switch your tariff?

Go to [eonenergy.com/tariff](#)

Or call us on 0000 000 000

Could you pay less?

Your personal projections

Electricity £999 for the next 12 months  
Based on your current tariff until it ends  
and then our E.ON EnergyPlan prices.  
Includes your discounts and VAT at 5%

Gas £999 for the next 12 months  
Based on your current tariff until it ends  
and then our E.ON EnergyPlan prices.  
Includes your discounts and VAT at 5%

Electricity

Based on your current choices you could save £99 by switching to:  
• E.ON Energy Fixed 1 Year v8  
You could save £99 by switching to:  
• E.ON EnergyPlan

Gas

Based on your current choices you could save £99 by switching to:  
• E.ON Energy Fixed 1 Year v8  
You could save £99 by switching to:  
• E.ON EnergyPlan

We'll tell you if you could save money again on every bill. E.ON tariffs can be withdrawn from sale at any time. Electricity calculations based on your estimated use. Gas calculations based on your estimated use. Includes VAT at 5%. Remember – if you switch tariffs, your terms and conditions may change significantly. E.ON EnergyPlan prices may change at any time. More information about your tariff can be found on page 2Remember – it might be worth thinking about switching your tariff or supplier.

- Contract end date
- Notice date
- MPAN (shown as the “Electricity supplier number”)
- Unit rate(s) – Usage and p/kwh
- Standing charge

- E.ON bills are a minimum of 2 pages per bill.

# To get a large print, talking or Braille bill, call 0800 051 2193

Your statement
The details
2 of 2

About your tariff	You can use this info to compare your tariff with other tariffs
<b>Electricity</b>	<b>Gas</b>
Name E.ON Energy Fixed 1 Year v6	Name E.ON Energy Fixed 1 Year v6
Paying by Fixed Monthly Direct Debit	Paying by Fixed Monthly Direct Debit
Tariff ends 30 November 2014	Tariff ends 30 November 2014
Exit fee £50 – if you switch supplier before this tariff ends	Exit fee £50 – if you switch supplier before this tariff ends
Actual use 9,999 kWh in last 12 months	Estimated use 9,999 kWh in last 12 months

## Meter readings

A = actual E = estimate C = customer

Electricity readings					
Period	Meter no.	Previous	Present	Rate	kilowatt hours
11 May 13 to 21 Aug 13	ABC12345	21756A	22341C	Normal	585
21 Aug 13 to 24 Oct 13	ABC12345	22341C	22742E	Normal	401

Gas readings					
How do we work out your gas? See below					
Period	Meter no.	Previous	Present	Units used	kilowatt hours
11 May 13 to 21 Aug 13	XYZ67890	12033A	12138C	105 m <sup>3</sup>	1172
<small>(105 units x 1.02264 (conversion factor) x 39.3 (calorific value) ÷ 3.6 (to get kilowatt hours)) = 1,172 kWh)</small>					
21 Aug 13 to 24 Oct 13	XYZ67890	12138C	12229E	91 m <sup>3</sup>	1013
<small>(91 units x 1.02264 (conversion factor) x 39.2 (calorific value) ÷ 3.6 (to get kilowatt hours)) = 1,013 kWh)</small>					

We measure the gas you use in cubic metres, but like all suppliers we charge for gas in kilowatt hours. You can find the calculation we use to do this below our readings – all gas suppliers use the same calculation. To find out more, go to [eonenergy.com/gascalculation](#)

## The details

Electricity charges	
E.ON Energy Fixed 1 Year v6	
11 May 13 to 21 Aug 13	£101.25
Normal 585 kilowatt hours (kWh) used at 12.11p each	£70.84
Standing charge – 102 days at 29.81p	£19.08
21 Aug 13 to 24 Oct 13	£67.64
Normal 401 kilowatt hours (kWh) used at 12.11p each	£48.56
Standing charge – 64 days at 29.81p	£19.08
If you stop paying by Fixed Monthly Direct Debit, this standing charge will go up by £35 a year	

Gas charges	
E.ON Energy Fixed 1 Year v6	
11 May 13 to 21 Aug 13	£81.10
Gas 1172 kilowatt hours (kWh) used at 3.651p each	£42.79
Standing charge – 102 days at 37.56p	£38.31
21 Aug 13 to 24 Oct 13	£61.02
Gas 1013 kilowatt hours (kWh) used at 3.651p each	£36.98
Standing charge – 64 days at 37.56p	£24.04
If you stop paying by Fixed Monthly Direct Debit, this standing charge will go up by £35 a year	

Total charges
Total electricity and gas charges (excluding discounts and VAT)
<b>£311.01</b>

### About your TCR

Electricity TCR	99.99p/kWh
Gas TCR	99.99p/kWh

You can use your TCR (Tariff Comparison Rate) as a guide to help you compare your tariff with others, from us or other suppliers. It's based on how you pay, your standing charge and unit rate, it includes your discounts and VAT at 5%. It's a guide only as it is based on Ofgem average use figures: electricity 3,200 kWh/year and gas 13,500 kWh/year. Your actual charges will depend on the energy you use. To find out about your tariff and how we work out TCRs, go to [eonenergy.com/TCR](#) or call us

### Other ways to get in touch

Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NG1 6WR.  
Minicom 0800 056 6560 telephone suitable for deaf customers.  
Moving home? Please read your meter, then go to [eonenergy.com/TBcr](#) or call us on 0345 303 3020.

### Emergencies

Smell gas? Call 0800 111 999 – open 24/7  
Power cut? Call 0800 052 0400 – open 24/7

### Supply details

Electricity supply number:

S	01	123	4
56	7890	1234	567

Electricity distributor Western Power Distribution Sh Wales plc, Avonbank, Feeder Road, Bristol, BS2 0TB

Gas meter point reference: 123456789  
Gas distributor ESP Pipelines Ltd, Hazeldene, Station Road, Leatherhead, Surrey, KT22 7AA


### Do you have a complaint?

Contact us because we're passionate about putting it right.  
Resolving your complaint  
Phone: 0345 052 0000, email via [eonenergy.com/contact](#), or write to Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR. Our customer care team are trained to resolve most things straight away. If they can't, they'll connect you with our Resolution Team, who'll fix the problem. We aim to resolve nine out of ten complaints within two days.  
Reviewing your complaint  
If you're not satisfied, you can ask for a review of your case. We'll look into how we've handled it and decide whether we should do anything differently.  
Independent help and advice  
If we've not resolved your complaint within 8 weeks or we've sent you a deadlock letter, you can contact Ombudsman Services: Energy on 0330 440 1624, email [enquiries@os-energy.org](#), visit [www.os-energy.org](#) or write to PO Box 966, Warrington WA4 9DF. This is an independent, free of charge service. Their decision is legally binding on us, but not on you. For free, independent, confidential and impartial advice visit [www.adviceguide.org.uk](#) or call the Citizens Advice consumer helpline on 0845 404 0506.

E.ON Energy Solutions Limited Registered Office: Westwood Way; Westwood Business Park, Coventry CV4 8LG.  
Registered in England & Wales No: 3407430.

The front page of the GazProm bill shows the below information:

- Company name and billing address
- Account number
- Site address
- Billing period (shown as “Invoice Period Start” and “Invoice Period End”)



**ELECTRICITY SUPPLY INVOICE**  
Climate Change Levy Accounting Document & Tax Invoice  
Gazprom Marketing & Trading Retail Ltd  
5th Floor, Bauhaus  
27 Quay Street  
Manchester  
M3 3GY  
Rota Disconnection Code N

Tel: 0845 230 0751  
Fax: 0845 230 0022  
Email: powerenquiries@gazprom-energy.com  
Web: www.gazprom-energy.com  
VAT Reg. No. GB 927 4051 29  
CCL Reg. No. 7593 7229 30001

MR A SAMPLE  
SAMPLE LTD  
SAMPLE STREET  
SAMPLE  
SM1 1IO

Finance Reference XXXXXXXX  
Account Number XXXXXXXX  
Invoice Number XXXXXXXX  
Invoice Date and Tax Point 08-Jan-2013  
Invoice Period Start 01-Dec-2012  
Invoice Period End 31-Dec-2012

Please Pay By 29-Jan-2013

Your Electricity Invoice (Estimated)

For services supplied to:

SAMPLE 123, SAMPLE BUILDING, SAMPLE STREET, SAMPLE, SM1 PL9

Invoice Summary			
Total Electricity Used	Charges This Period	Energy Charges	£ 270.49
1829 kWh		Levy Charges	£ 9.31
		VAT Charges	£ 55.96
This Invoice Total			£ 335.76

Amount Due £ 335.76


See the following page(s) for details of how we calculated your invoice

Payment Type: BACS

The amount of £ 335.76 is due to be paid by 29 January 2013

To pay by BACS please transfer the amount due to Citibank, sort code 18-50-08, account number 12955563

Please Note: Any transactions made on your electricity account in the last five days may not be shown in the balance displayed.



Remittance Slip - Please detach and return once your payment has been authorised.

Please Pay By: 29/01/2013

Customer Name ARCO LTD

Customer Account No PN010974

Invoice Number 171154

Print Name

Signature

Date

Amount Due £ 335.76

Amount Paid

BACS

Cheque

Total Paid £


Gazprom Marketing & Trading Retail Limited  
Registered in England & Wales No. 3904624  
REGISTERED OFFICE: 20 Triton Street, London, Greater London, NW1 3BF, UK

The second page of the GazProm bill shows the below information:

- MPAN (shown in the S box)
- Unit rate(s) – Usage and p/kwh
- Standing charge

Notes

- GazProm have a minimum of 2 pages per bill.
- The contract end date and notice date are not normally on the bill.



Account Number PN010974  
Invoice Number 171154  
Invoice Date and Tax Point 08 January 2013

Details Page 1

S

04

816

037

11

6000 1107

295

Charges for MPAN 1160001107295

Your Electricity Charges For The Period 01 December 2012 to 31 December 2012

Energy Charges			
Day Units	1699 kWh at	13.99p/kWh	£ 237.69
Night Units	130 kWh at	8.26p/kWh	£ 10.74
Standing Charge	31 Days at	71.16p/Day	£ 22.06
Energy Charges Sub-Total			£ 270.49

Levy Charges

Climate Change Levy	1829.0 kWh at	0.509p/kWh	£ 9.31
Levy Sub-Total			£ 9.31

VAT Charges

VAT @ 20.0% - Taxable supply			£ 55.96
VAT Sub-Total			£ 55.96

Your Meter Readings

Meter ID	Register	Start Date	End Date	Start Read	End Read	Advance
D08W673317	01	01/12/2012	31/12/2012	29005 E	30704 E	1699
D08W673317	02	01/12/2012	31/12/2012	3500 E	3630 E	130

E = Estimated, R,S = Actual Read, C = Customer Read

Summary

Charges This Period	Energy Charges	£ 270.49
	Levy Charges	£ 9.31
	VAT Charges	£ 55.96
This Invoice Total		£ 335.76


Amount Due £ 335.76



**The front page of the HavenPower bill shows the below information:**

- Company name and billing address
- Account number
- Site address
- Invoice period (shown as “For the period”)
- Contract end date
- Notice date

**KERRY CALLEAR**  
**J.W.C.I. LIMITED**  
**FOLE BANK FOLE,**  
**UTTOXETER,**  
**STAFFORDSHIRE,**  
**ST14 5EW**



**havenpower**  
A Drax Group company

**Account Manager: Dan Hardy**  
**Direct Dial: 01473 707816**

**Email: dan.hardy@havenpower.com**

**Date & Tax Point: 15/05/2015**

**Customer Account Number: A31705**

**Site Reference: 61196**

00069

**Supply of Electricity**

**P**

**Site Address: FOURWAYS, FOLE, UTTOXETER, STAFFORDSHIRE, ST14 5EW**

**INVOICE No: IN1101148081**

**For the period: 12/02/2015 to 30/04/2015**

---

Summary of MPAN level charges for Billing Period	
Energy Charges	£363.19
Other Charges and Fees	£16.38
Taxes, Levies and Other Statutory Obligations	£0.00
<b>Total charges for this billing period before VAT</b>	<b>£379.57</b>
Total of VAT	£16.98
<b>Total charges for this billing period</b>	<b>£396.55</b>

Credit amounts are shown in brackets

This is an Electricity VAT Invoice and Climate Change Levy Accounting Document  
Haven Power VAT number is GB 744 3264 37

**Your payment terms are to pay by Monthly Direct Debit.**  
**This invoice is for information only.**  
**Please note any debit balance will become due prior to the end of your contract.**

---

Contract end date: 11/02/2016. Latest date to provide written notice of termination: 13/11/2015.

---

Customer Operations, Haven Power Limited, The Havens,  
Ransomes Europark, Ipswich, IP3 9SJ.

Please contact your Account Manager if you have any queries relating to your electricity supply or if any of your details change.

If you have a dispute with your bill please contact us or refer to the Customer Service section of our website  
[www.havenpower.com](http://www.havenpower.com) for details of our complaints procedure.

---

Haven Power Limited Page 1 of 4  
Registered Office: Haven Power Limited, Drax Power Station, Selby, North Yorkshire, YO8 8PH  
Registered in England and Wales No: 6389366

**The second page of the HavenPower bill shows the below information:**

- MPAN (shown as “Supply Number”)
- Unit rate(s) – Usage and p/kwh
- Standing charge

## Notes

- HavenPower have a minimum of 2 pages per bill.

[illegible]

The front page of the NPower bill shows the below information:

- Company name and billing address
- Account number
- Site address
- Contract end date
- Notice date

7 May 2013

Mr J Bloggs  
237a Street Name  
Place name 1  
Place name 2  
Place name 3  
County  
Postcode

Your monthly payment has increased from £50.00 to

£109.00

starting on 1 December 2012

Your energy statement

For the period 1 October 2012 td November 2012

Customer account number06584723074

Online  
npower.com

From landlines  
0800 073 3000

From mobiles  
0330 100 3000

We're open Monday-Friday 8am-8pm / Saturday 8am-6pm

Energy supplied at  
456 Street Name, Place Name, Country, Post Code

Why has the payment amount changed?  
Having looked at your energy usage, account balance and current tariff we have calculated that your account will build up a debt if you do not increase your paymentsSee section 4 and 5 for full details.

Latest meter reading  
Electricity (Our reading)- 10579  
Gas (Our estimate) - 11160

1 > Could you pay less?

See our table opposite for our cheapest tariff options.  
Remember – it might be worth thinking about switching your tariff or supplier.

Switching tariffs could mean a significant change to your terms and conditions and some tariffs have eligibility criteria. For example, you may need to change your payment method or manage your account online.  
Some tariffs are available for a limited time only, therefore subject to change.

Your personal projection for the next 12 months

Electricity £xxx.xx Gas £xxx.xx

Go Save - Electricity  
Go Save - Gas

Our cheapest similar tariff

Save an estimated £xxx.xx a year Electricity  
Save an estimated £xxx.xx a year Gas

Plus 24 - Electricity  
Go Save - Gas

Our cheapest overall tariff

Save an estimated £xxx.xx a year Electricity  
Save an estimated £xxx.xx a year Gas

Direct Green- Electricity  
Go Save - Gas

For more information on your current tariff see overleaf.

To find out more about your options visit npower.com/cheapesttariff or call us on the number above and have your meter readings available.

Your personal projection is based on your estimated energy usage for the next 12 months and your tariff prices, including any announced price change. If your tariff has an end date, then our standard prices will be used thereafter for that tariff. VAT is also included; Warm Home Discount is not included. Please note your tariff price is not fixed and may be increased in the future.

1

The second page of the NPower bill shows the below information:

- Billing period
- MPAN (shown as “Electricity Supplier Number”)
- Unit rate(s) – Usage and p/kwh
- Standing charge

Notes

- NPower bills have 2 pages per bill.

2 > About your tariff

Here's information about your tariffs to help you to compare them with others available.

What is an exit fee?  
Some tariffs have an exit fee which may be charged if you choose to leave npower before the agreed end date.

Electricity

Gas

Tariff details

Tariff name Go Save	Tariff name Go Save
How you pay Monthly Direct Debit	How you pay Monthly Direct Debit
Tariff ends 31 January 2013	Tariff ends 31 January 2013
Early exit fee None	Early exit fee None
Your estimated usage in the last 12 months xxxx kWh	Your estimated usage in the last 12 months xxxx kWh

About your Tariff Comparison Rate (TCR)

TCR: xx.xxp per kWh	TCR: xx.xxp per kWh
---------------------	---------------------

These are the TCRs for your tariffs. The TCR is not an actual price. You can use your TCR only as a guide to compare the price of electricity and gas tariffs.  
It is based on the energy used by a typical customer (electricity 3,200 kWh/year; gas 13,500 kWh/year) and not your personal consumption.  
Your actual energy cost will depend on your usage.

Need further information?  
Call us  
From a landline 0800 073 3000 From a mobile 0330 100 3000  
Visit npower.com/tcr  
for details of your tariff and the calculation of the TCR

3 > How your energy adds up

Electricity

Meter readings 24 August 2012 - Our estimate 19 November 2012 - Our estimate kWh used over 88 days	96292 97165 873
Total kWh used	873
This cost 873 kWh at 14.4p per kWh Standing charge of 34.7p a day for 88 days	£125.71 £30.54
Discounts in this period Dual Fuel	£5
VAT at 5%	£7.81
Total cost of electricity used	£164.06

Gas

Meter readings 24 August 2012 - Our estimate 19 November 2012 - Our estimate Units used over 88 days (Calorific value 39.9)	8887 8960 73
Total Units (100s of cubic feet) Converted to kWh	73 2289
This cost 2289 kWh at 4.92p per kWh Standing charge of 21.3p a day for 88 days	£112.62 £18.74
Discounts in this period Dual Fuel	£5
VAT at 5%	£6.57
Total cost of gas used	£137.93


Electricity and gas total

£302.00

# Opus Energy

The front page of the Opus Energy bill shows the below information:

- Company name and billing address
- Account number
- Site address
- Billing period (shown as “Invoice period”)



Customer Name  
Company Name  
Street Name  
City  
Postcode

Contact us

t: 0843 227 2377

8am - 6pm Monday - Friday

e: [contactus@opusenergy.com](mailto:contactus@opusenergy.com)

Your account number

123465

Power cut call 0800 195 4141

Your distributor is NORWEB

[www.enwl.co.uk](http://www.enwl.co.uk)

B

Invoice number

1234567

Invoice date

09/01/2014


Your business electricity bill

For: Company Name, Street Name, City, Postcode

Invoice period: 24 December 2013 to 08 January 2014

Online account PIN: 01234567

Total to pay




£508.13

We'll collect this on or soon after 05/02/2014

Your average usage

190kWh per day

Your average daily usage per calendar month over the last year



■ Current month  
■ Based on meter reading  
■ Based on estimate

This bill is based on an estimated read. Submit a read before 16/04/2014 and we'll use it to calculate your next bill

To give us a reading:  
Online: [www.opusenergy.com](http://www.opusenergy.com)  
Email: [customerreads@opusenergy.com](mailto:customerreads@opusenergy.com)  
Text: 07781 482 775

Please include:

- Site number
- Meter serial number
- The reading date
- The new reading

Did you know?

You can see how much energy you've used for this month on the back of your invoice. Use the Readings section of your invoice to keep track of your meter readings and energy usage.

The second page of the Opus Energy bill shows the below information:

- MPAN (shown as “Supplier Number”)
- Unit rate(s) – Usage and p/kwh
- Standing charge

Notes

- Opus Energy has 2 pages per bill.
- The contract end date and notice date are usually on the second page.

Readings for meter number K07W123456

Date	Reading	Multiplier	kWh used
<b>02</b>			
23/12/2013	1017.0	Actual	
08/01/2014	1097.0	Estimated	10.00 800kWh
<b>03</b>			
23/12/2013	3449.0	Actual	
08/01/2014	3674.0	Estimated	10.00 2,250kWh

Site details

Site number

156478

Site reference

1234567

Supply number

S

01

111

111

11

11111111

111

Contract details

Contract end date

21/05/2015

Relevant date

20/02/2015

Your agreement has provision for automatic contract renewal. You can give notice at any time before the Relevant Date if you would like to terminate your contract at the end of the fixed term period and prevent automatic renewal.

Charges on this bill

K07W123456 02

Night Rate	800.00kWh at 8.140per kWh	£65.12
------------	---------------------------	--------

K07123456 03

Day Rate	2250.00kWh at 14.710per kWh	£330.98
----------	-----------------------------	---------

Other Charges

CCL Exempt Charge	£15.98	
Standing Charge	16.00days at 71.000per day	£11.36

Charges on this bill exc. VAT

£423.44

VAT at 20% on £423.44

£84.69

Total Charges on this bill inc. VAT

£508.13

Get in touch

t: 0843 227 2377

Calls may be recorded for training and verification purposes.

e: [contactus@opusenergy.com](mailto:contactus@opusenergy.com)

w: [www.opusenergy.com](http://www.opusenergy.com)

a: Customer Service

Opus Energy Limited, Royal Pavilion,

2 Summerhouse Road, Northampton NN3 6BJ

f: 0845 223 5445

Energy Saving Trust

w: [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

t: 0300 123 1234 (local rates apply)

Committed to customer service

If you have an issue please contact us so we can put things right.

t: 0800 630 0841

e: [customercare@opusenergy.com](mailto:customercare@opusenergy.com)

If you're still unhappy and would like your issue to be reviewed please contact the Operations Director.

t: 0800 997 8730

e: [operationsdirector@opusenergy.com](mailto:operationsdirector@opusenergy.com)

If you're still not satisfied, contact The Ombudsman Services: Energy on 0330 440 1624, or visit [www.os-energy.org](http://www.os-energy.org)

For full information about our complaints process visit [www.opusenergy.com/complaints](http://www.opusenergy.com/complaints)

For free, confidential and impartial advice on consumer issues contact the Citizens Advice Consumer Service.

t: 08454 040506 (Textphone 0330 440 1600)

w: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)


Opus Energy Limited, Reg. No. 4382246, VAT No 818 2300 23, Reg Address: Lambourne House, 311-321 Banbury Road, Oxford, OX2 7JH.



# Scottish Power

The front page of the Scottish Power bill shows the below information:

- Company name and billing address
- Account number
- Site address
- Contract end date
- MPAN (shown as “electricity supply number”)

**SCOTTISHPOWER**

24 hour emergency  
S V3.00004302014 Electricity 0800 028 0247

www.scottishpower.co.uk  
0800 040 7002  
8am - 7pm weekdays  
8.30am - 1pm Saturday

FNAM LTD  
181 FNAM ROAD  
FNAM  
AB1 2CD


Account number  
7000 0000 008

Date 28 April 2014  
Page 1 of 3

Invoice number: 060002831568  
VAT number: GB 659 3720 08L

Supply Address: 181, FNAM ROAD, FNAM, NFNAM, AB1 2CD

**Your electricity invoice, actual use**  
Invoice period 31 March 2014-28 April 2014. VAT on this invoice £50.88  
You are on our ELEC BUS FIXED REN VC2 1YR PT4 JUN 2014 product



Business account	Your account
<div>→ Your next monthly payment of £474.00 will be taken on 1st May 2014. You don't have to take any action.</div> <div>→ Thank you for your meter reading. We've used it for your statement.</div> <div>→ Prices for ScottishPower customers have changed. We estimated your use before the change.</div> <div>→ To reduce the number of estimates, we've changed the period of this bill. Future bills will be quarterly.</div> <div>→ Thank you for your custom.</div>	Last invoice £1109.02 (in debit)
	Payments £-474.00 For full details of payments see over ->
	Account Adjustments
	Opening balance £635.02 (in debit)
	<b>Charges this period</b>
	Energy charges £243.20
	Total climate change levy £0.00
	Sub total (before VAT) £243.20
	VAT at 20.00% On £254.39 £50.88
	<b>Invoice total £294.08</b>
<b>Current balance £940.29</b>	

→ Why not use our online service? You can get a new or copy bill, update your meter readings or manage and view your payments. Just register at scottishpower.co.uk/smallbusiness.

→ Our interactive phone service has the answers to the questions our business customers most often ask, such as CCL payments or VAT calculations. Just call us on 0800 040 7002.

→ We can help you to keep your energy costs down. Simply go to scottishpower.co.uk/small\_business for Energy Efficiency tips.

Fixed Price Period End date: 31st May 2014\*

\*Your current fixed price period, under your contract, ends on 31st May 2014. After this date, unless you notify us, we will automatically move you on to another 12 month fixed price contract. If either you do not want to move to a new fixed price contract or you wish to terminate your contract at the end of your current term, you must notify us in writing at any point before 1st May 2014. Your business will then be moved on to our Standard Variable Contract prices, which are subject to change, on 1st June 2014.

S


04 809 956  
12 3456 7891 111

The second page of the Scottish Power bill shows the below information:

- Unit Rate(s) – Usage and p/kwh
- Standing Charge

Notes

- Scottish Power have three/ four pages to the bill. Only two are usually needed.

**SCOTTISHPOWER**  
The Energy People

Page 2 of 3

**Energy charges this period**

Electricity	
Economy 7 : Day Charge	Meter number L92A10712
Start Reading	93710 Customer read 31 Mar 14
End Reading	95277 Customer read 28 Apr 14
Units used	1567 = 1567 KWh (kilowatt-hrs) used
31/03/14 to 28/04/14	Consumption charge, 1567 kWh x 12.064p = £189.04
31/03/14 to 28/04/14	Standing charge, 29 days x 32.376p = £9.39
Economy 7 : Night Charge	Meter number L92A10712
Start Reading	22750 Customer read 31 Mar 14
End Reading	23254 Customer read 28 Apr 14
Units used	504 = 504 KWh (kilowatt-hrs) used
31/03/14 to 28/04/14	Consumption charge, 504 kWh x 8.882p = £44.77
<b>Total electricity charges £243.20</b>	
<b>Total energy charges this period £ 243.20</b>	

**Levies**

Climate change levy						
From	Days	Units Used	Non-exempt %	Chargeable KWh	P per unit	
31/03/2014	1	71	100 %	71	0.524	£0.37
01/04/2014	28	2000	100 %	2000	0.541	£10.82
Total Levies						£0.00

**Payments received**

Payment	02 Apr 14	-£474.00
Total payments received		-£474.00

**VAT**

Vat at 20.00% on £254.39	£50.88
Total VAT	£50.88

- Company name and billing address
- Account number
- Site address
- Contract end date

1 of 2

sse.co.uk

Mon-Fri 8am-8pm Sat 8am-2pm  
0800 975 0485

Mr A Smith  
1 Green Lane  
Oxford  
OX1 1AA

( O X 1 1 A A 9 U 5 )

S

## Here's your electricity bill

For the period: 25 March 2014 to 24 June 2014  
Dated: 25 June 2014

### Your previous bill

You owed us £132.43  
Your payments, thank you £132.43 credit

Balance after your payments £0.00

### This bill - estimated

Electricity charges £117.15

Total charges this bill £117.15

We've explained your bill in detail over the page...

Please pay now £117.15

Your electricity account number:  
52908 99999

### Your estimated reading

1 8 6 4 8

You can give us a reading any time  
at sse.co.uk or by calling our  
Meterline on 0800 220 995

### Ways to pay

See the back page for ways to pay.  
Don't forget your payment slip is  
needed for most types of payment.

## Could you pay less?

### Your Personal Projection

Based on our best estimate of  
your annual usage and your  
current prices, including VAT and  
any discounts, we estimate your  
Personal Projection of costs for  
the next 12 months will be  
£511.78.

### Our cheapest similar tariff

Good news - you're already on our  
cheapest Evergreen tariff. We'll let  
you know at least once a year if this  
changes. However paying by Direct  
Debit, you could save £40.00 a year.

### Our cheapest overall tariff

By switching to 1 Year Fixed Price  
(subject to eligibility criteria and  
limited availability), paying by Direct  
Debit and choosing paperless billing,  
you could save £68.82 a year.

Please note that switching tariffs may involve changing to different terms and  
conditions, so always check first. Prices may increase in future.

Remember - it might be worth thinking about switching your tariff or supplier.

See page 2 for more information  
about your tariff and the last page for  
how we can help you pay less.

- Unit rate(s) – Usage and p/kwh
- Standing charge
- MPAN (shown as “electricity supply number”)

- SSE has a minimum of one page per bill.
- The contract end date and notice date are usually on the bill.

2 of 2

Here's your bill explained for the period 25 March 2014 to 24 June 2014

## Your payments

Payment Received 23 Apr 2014 £132.43 credit

Your total payments, thank you

£132.43 credit

Pay by Direct Debit and go paperless  
Save £46 a year off your standing charge.

## Your charges

The electricity you've used - estimated

	Reading last time	Reading this time	Total used
--	----------------------	----------------------	---------------

Meter: D07C79999

Standard energy	17993	18648[E]	655 kWh
-----------------	-------	----------	---------

kWh

kWh stands for kilowatt-hour. It's the unit used to measure electricity and is recorded by your meter.

Your electricity charges this period

Your tariff is Standard

Standard energy	655 kWh	at 13.37p	£87.57
Standing charge	92 days	at 26.1p	£24.01

VAT 5.00% £5.57

(on charges of £111.58)

Total electricity charges this period £117.15

About your electricity tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Cash / cheque
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	2,933.00kWh

Your supply number

S 01 801 100  
20 0000 9809 999

5092972

# Gas Bills

There is a list of information that is required from the gas bills to be able to quote:

- Company Name
- Company Billing Address
- Site Address
- Account Number
- MPR (Meter Point Reference Number)
- Contract End Date
- Notice Date
- Unit Rate
- Unit Usage
- Standing Charge

Some gas bills do not have a contract end date printed on the bill. In this case, you have to email the current gas supplier and request the contract end date and notice date (along with the signed LOA on headed paper) to be able to quote.

There are two types of gas bills:

- 1) Unit rate and standing charge
- 2) All-inclusive rate and no standing charge.


# GazProm

The GazProm bill shows the below information:

- Customer name and billing address
- Account number
- Site address
- MPR
- Billing period (shown as “StartDate” and “EndDate”)
- Unit Rate – Usage and p/kwh
- Standing Charge

Notes

- GazProm have one page per bill.



**GAS SUPPLY INVOICE**  
**Climate Change Levy Accounting Document & Tax Invoice**

Gazprom Energy  
5th Floor, Bauhaus  
27 Quay Street  
Manchester  
M3 3GY  
VAT RegNo: GB 927 4051 29  
CCL RegNo: 7593 7229 30001

Tel: 0845 230 0011  
Fax: 0845 250 0022  
Acc/Billing: 0845 230 9088  
Payments: 0845 873 2281  
Email: enquiries@gazprom-energy.com  
Web: www.gazprom-energy.com

MR A SAMPLE  
SAMPLE LTD  
SAMPLE STREET  
SAMPLE  
SM1 1IO

SiteRefNum: 000000000

Account No: 00000000000

Invoice Date: 13/06/2012

Due Date: 23/06/2012

Invoice No: 1664654

Site Address :

SAMPLE 123, SAMPLE BUILDING, SAMPLE STREET, SAMPLE, SM1 PL9

Invoice

Energy kWh (Gas Usage)	4,613
Gas Cost	£124.37
Standing Charge	£166.50
Climate Change Levy	£0.00
NET Amount	£290.87
Domestic VAT @ 5.0%	£14.55
Commercial VAT @ 20.0%	£0.00
Amount Due	£305.42

Payment

This invoice is scheduled for payment by Direct Debit on 23/06/2012

Invoice Summary

MPR	SerialNo	StartDate	StartRead	EndDate	EndRead	Con	CV	Corr.Fact	Gas Price	kWh
0000000	0000000	01/05/2012	8412A	31/05/2012	8558E	146	39.30	1.022640	2.696000	4613

Page 1 of 1

Readings are either Actual (A) or Estimated (E). Volume to Energy conversion formula:  
1000 Cubic Feet to kWh: (End read- Start read)x correction factor x 2.83 x calorific value/3.6  
Cubic Meters to kWh: (End read- Start read)x correction factor x calorific value/3.6  
If you smell gas or think you have a gas leak please call National Gas Emergency Services 24hrs a day on 0800 111 999.

# British Gas

The front page of the British Gas bill shows the below information:

- Company name and billing address
- Account number
- Site address
- Invoice period
- Contract end date
- Notice date

Mr A B Sample  
SAMPLE STREET  
SAMPLE TOWN  
SAMPLE COUNTY  
SAMPLE POSTCODE

S

Looking after your world

Your first gas & electricity bill

Bill date:  
4 Apr 2014

Bill period:  
2 Oct 2013 - 17 Feb 2014

1

What do I owe?

Your payment is

£240.82

Electricity debit: £127.05

Gas debit: £113.77

You're on our Standard tariff

2

When do I pay?

Your payment is due by

22nd April

3

Could I pay less?

Remember - it might be worth thinking about switching your tariff or supplier\*.

If you stay on your current tariff your gas Personal Projection will be £358.33

If you stay on your current tariff your electricity Personal Projection will be £716.59

Gas tariff

.....

Save £17.06

Standard DD

.....

Save £58.02

Discount Fix May 2015\*\*

Our cheapest tariff overall

Electricity tariff

.....

Save £43.96

Standard DD

.....

Save £141.76

Discount Fix May 2015\*\*

Our cheapest tariff overall

All of the prices above include VAT and any discounts.

The Personal Projection quoted above is an estimate based on your consumption. All tariffs are subject to availability.

\* You will not be charged an exit fee if you switch supplier before your tariff's end date.

\*\*You may have to change payment method and/or meter type and may involve moving to different T&Cs. Visit britishgas.co.uk/tariffs to find out more.

I'd like more detail

See step 4

To pay your bill or to give us your meter reads

britishgas.co.uk/makeapayment

britishgas.co.uk/submitmeterread

Call our 24 hour automated line on

0800 107 0224

The second page of the British Gas bill shows the below information:

- MPR (shown as "Meter point reference")
- Unit Rate – Usage and p/kwh
- Standing Charge

Notes

- Many British Gas bills do not have the contract end date on the first page.
- British Gas bills have 2 pages per bill.

4

I'd like more detail

About your tariff

This information will help you to compare your current tariff with others available.

Your gas tariff

Tariff name

Standard

Payment method

Cash/Cheque

End date

No End Date

Exit fees (if you switch supplier before end date)

Not applicable

Your actual usage in the last 12 months

5418.16 kWh

About your TCR

Tariff Comparison Rate (TCR):  
5.51p per kWh

The TCR can be used to compare the price of energy tariffs across suppliers.

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 13,500 kWh of gas and should be used as a guide only.

For impartial advice on switching suppliers contact Citizens Advice [adviceguide.org.uk](http://adviceguide.org.uk) or call 08454 04 05 06

Your gas use in detail

Meter number: G4K68870220812

23 Nov 2013 - we estimated your first meter reading

02691

31 Dec 2013 - estimated meter reading

02766

Estimated units used over 39 days

75

(Unit calorific value for this period 39.1)

Gas units converted into kWh

833.02

833.02 kWh x 4.800p

£39.98

Cost of gas used this period

£39.98

Standing Charge

£9.66

23 Nov 13 - 31 Dec 13

39 days at 24.770p/day

1 Jan 2014 - estimated meter reading at price change

02766

13 Feb 2014 - we read your meter

02859

Actual units used over 44 days

93

(Unit calorific value for this period 39.1)

Gas units converted into kWh

1032.95

1032.95 kWh x 4.630p

£47.83

Cost of gas used this period

£47.83

Standing Charge

£10.89

1 Jan 14 - 13 Feb 14

44 days at 24.770p/day

Total gas used

£108.36

VAT at 5.00%

£5.41

Total gas including VAT

£113.77

Your actual meter readings

Gas

0 2 8 5 9

How we calculate your gas cost?

Gas is a natural product. One unit does not always produce exactly the same amount of energy. In order to price energy from gas consistently, we convert your units used into kilowatt hours of energy, using the following formula:

a. metric units used

See detail

b. x calorific value

See detail

c. x volume correction

1.0226400

d. ÷ metric conversion

3.6

e. = kWh

See detail



- Customer name and billing address
- Account number
- Site address

Date of bill  
19 February 2014

Tax invoice number  
ABC123ABC  
VAT registration number  
000 0000 00

Page 1 of 2

FFS/02/13

FXRB

Business name  
Street  
City  
County  
Post Code

Want to talk?

Call us on  
**0345 055 0065**

Monday to Friday 8.00am to 6.00pm

Email us on  
business@eonenergy.com

Your account number  
**0123 4567 89**

## Gas bill

For gas supplied to Street, City, County, Post Code

## We have estimated your reading

Latest gas reading **060326** estimated on 19 February 2014.

## Your bill is £1,090.43

**What this means** Payment will be taken by Direct Debit on 5 March 2014.

Important information about  
your plan

You can find all important dates and  
information, including renewal of  
fixed plans, in the 'About your plan'  
section of your bill.

Where our electricity comes from

Electricity source			
Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)
Coal	52.2	49.5	38.4
Natural Gas	30.7	29.1	27.7
Nuclear	4.7	4.4	20.6
Renewable	8.4	13.2	11.3
Other	4	3.8	2.0
Totals	100.0	100.0	100.0
For more information on the environmental impact of your electricity supply go to <a href="http://eonenergy.com/businessfuelmix">eonenergy.com/businessfuelmix</a> E.ON Energy Solutions Limited is part of the E.ON SE Group Data year: 1 April 2012 to 31 March 2013			

- MPR (shown as “Gas meter point reference”)
- Contract end date
- Notice date
- Unit rate – Usage and p/kwh
- Standing charge

- E.ON have 2 pages per bill.
- This bill has an all-inclusive gas rate and no standing charge.

FD0293

Page 2 of 2

**About your plan**

<b>Plan name</b>	Fixed Price Business Gas Plan
<b>End date</b>	27 July 2014
<b>Notice date</b>	27 June 2014 - this is the latest date you can tell us you want to cancel your contract when your plan ends.

**Account balance and payments**

22 January 2014	Account balance from your last bill	£989.87
5 February 2014	Payment received - thank you	£989.87 CR
<b>Account balance brought forward</b>		<b>£0.00</b>

**Charges, discounts and VAT**

**Fixed Price Business Gas Plan**

Meter readings				E – estimate
Period	Meter no.	Previous	Present	Units (m <sup>3</sup> )
22 Jan 14 to 19 Feb 14	ABC123456789	058154	E 060326	E 2172

2172 units X1.022640 (conversion factor) X39.05357 (calorific value) / 3.6 (to get kilowatt hours) = 24096. See 'Gas calculation' on the right for more information.

Call us on 0345 055 0065 with your reading

**Charges**

Gas	24096 kWh at 3.356p each	£808.66
Standing Charge	28 days at 329.360p per day	£92.22
Climate Change Levy	24096 kWh at 0.182p each	£43.85
Monthly Variable Direct Debit Discount		£36.04 CR
<b>Sub total of charges before VAT</b>		<b>£908.69</b>
VAT @ 20.0% on £908.69		£181.74
<b>Total charges including VAT</b>		<b>£1,090.43</b>

**Your bill is**

**£1,090.43**

**Changes to the Climate Change Levy (CCL)** From 1 April 2014, the Government increased the Climate Change Levy (CCL) rate to 0.541p/kWh for electricity and 0.188p/kWh for gas. The CCL and the CCL Equivalent Charge are charged at the same rate. This means that for any energy used where the CCL or the CCL Equivalent Charge applies, it will be charged for at the new rate.

If you pay a CCL Equivalent Charge you don't have to pay the CCL as well. If your circumstances change we may need to switch you back so that the CCL is paid. We would need to do this if you:

- move to a domestic product or tariff
- switch to Smart Pay As You Go or Half Hourly metering
- apply for full or partial VAT Declaration, or a CCL Exemption form.

If the switch happens in the middle of a billing period you will see the change on your bill. Where you are charged the CCL Equivalent Charge, it's our intention to supply you with electricity certified as from a renewable source under CCL legislation.

**Managing your account online is quick and easy**

Nearly 30,000 of our business customers are already benefiting from access to their account 24/7 - where they can get meter reading reminders, provide readings, manage their Direct Debit and much more. To find out more visit [eonenergy.com/smerestregister](http://eonenergy.com/smerestregister)

**Contacting us**

Go to [eonenergy.com](http://eonenergy.com) to find FAQs.

**Write to** Business Customer Service,  
E.ON Energy Solutions Ltd, PO Box 2010,  
NG1 9GQ

**Minicom** 0800 056 6560 telephone suitable for deaf customers.

**Moving premises?** 0345 301 4881

You can read your meter up to five days before you move.

**Emergencies**

**Smell gas?** 0800 111 999 open 24/7

**Do you have a complaint?**

Contact us: we care about putting it right.

**Resolving your complaint**

Phone 0345 303 4060, email via [eonenergy.com/businesscontact](mailto:eonenergy.com/businesscontact), or write to E.ON Energy Solutions Ltd, PO Box 2010, NG1 9GQ.

We resolve most complaints immediately. If we can't, we'll connect you with our Resolution Team. We aim to resolve eight out of ten complaints within two days.

**Reviewing your complaint**

If you aren't satisfied, we'll review your case and decide whether we should do anything differently.

**Free of charge independent help**

You can refer your complaint to the Ombudsman if we've not resolved your complaint within 8 weeks (or we've sent you a deadlock letter) and your business meets certain criteria, details of which can be found at [eonenergy.com/ombudsman](http://eonenergy.com/ombudsman). You can contact Ombudsman Services: Energy on 0330 440 1624, [enquiries@os-energy.org](mailto:enquiries@os-energy.org) or [www.os-energy.org](http://www.os-energy.org), PO Box 966, Warrington, WA4 9DF. Their decision is legally binding on us, not on you.

All Brokers who sell our products work to a code of practice which sets out the standards of service you can expect from them. Details of the code and its operation can be found at [www.tpicdeofpractice.co.uk](http://www.tpicdeofpractice.co.uk).

To see our Billing Standards for SME and Micro-Enterprise customers, go to [eonenergy.com/smebillingstandards](http://eonenergy.com/smebillingstandards).

**Your supply details**

**Gas meter point reference : 12345678**

Your gas transporter is: Transco Ltd, Distribution Commercial, NGT House, Warwick Technology Park, Gallow Hill, Warwick, CV34 6DA

**Gas calculation**

We measure the volume of gas you use, but like all suppliers we charge for gas in kilowatt hours. You can find the calculation we use to do this below our readings - all suppliers use the same calculation. To find out more, go to [eonenergy.com/gascalculation](http://eonenergy.com/gascalculation)

Gas Safe Register™ has replaced the CORGI gas registration scheme as Great Britain's gas safety body, visit [gassaferegister.co.uk](http://gassaferegister.co.uk)

**E.ON Energy Solutions Limited**

Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG. Registered in England & Wales, No: 3407430.

**Good business means using no more than you need...**

Energy can be one of the biggest overheads for a business so we're going all out to help you reduce energy waste and improve your bottom line.


**See how your energy usage stacks up at:**

[eonenergy.com/energysave](http://eonenergy.com/energysave)

# Opus Energy

The front page of the Opus Energy bill shows the below information:

- Customer name and billing address
- Account number
- Site address
- Invoice period




0005 16766/7030/6691> 83342-PK2803/1L 36300

Mrs Broom  
AJB Denture Services Ltd  
20 Norsey Road  
Billericay  
CM11 2AA

**Your business gas bill**

For: AJB Denture Services Ltd 20 Norsey Road Billericay CM11 2AA  
Invoice period: 24 April 2015 to 24 May 2015  
Online account PIN: 845891HU

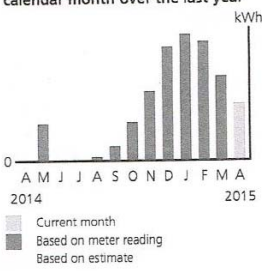
**Total to pay**   
**£105.05**

We'll collect this on or soon after 09/06/2015

Balance before this bill	£0.00
<b>Charges on this bill</b> exc. VAT	£100.05
VAT at 5% on £100.05	£5.00
<b>Total Charges on this bill inc VAT</b>	£105.05
<b>Total to pay</b>	<b>£105.05</b>

**Your average usage**  
51kWh per day

This is above your previous average of 40kWh per day  
Your average daily usage per calendar month over the last year



Legend:   
■ Current month  
■ Based on meter reading  
■ Based on estimate

**Contact us**  
t: 0843 227 2377  
8am - 6pm Monday - Friday  
e: contactus@opusenergy.com

**Your account number**  
515682

**Gas Leaks** call 0800 111 999  
Your distributor is National Grid

**Invoice number** 21130987  
**Invoice date** 25/05/2015

The second page of the Opus Energy bill shows the below information:

- Site details
- MPR (shown as "Supply number")
- Contract end date
- Notice date (shown as "Relevant date")
- Unit Rate – Usage and p/kwh
- Standing Charge

### Notes

- Opus Energy have 2 pages per bill.

**Since your previous bill**

24/04/2015	Balance brought forward	£115.05
11/05/2015	DD receipt - thank you	£-115.05
<b>Balance before this invoice</b>		<b>£0.00</b>

**Readings for meter number G4K00017101401**

Date	Reading	kWh used
22/04/2015	1807 <i>Actual</i>	
23/04/2015	1814 <i>Actual</i>	78.00 kWh
23/05/2015	1952 <i>Actual</i>	1,530.00 kWh

**Charges on this bill**

**G4K00017101401**

Unit Rate	78.00kWh at 5.740p per kWh	£4.48
	1530.00kWh at 5.740p per kWh	£87.82

**Other Charges**

Standing Charge	31.00days at 25.000p per day	£7.75
-----------------	------------------------------	-------

**Charges on this bill exc. VAT** £100.05  
**VAT at 5% on £100.05** £5.00  
**Total Charges on this bill inc. VAT** **£105.05**

**Site details**

Site number	898701
Site reference	AJB Denture Services Ltd
Supply number	3276487403

**Contract details**

Contract end date	02/01/2016
Relevant date	03/11/2015

Your agreement has provision for automatic renewal. You can give notice at any time before the Relevant Date if you would like to terminate your contract at the end of the fixed term period and prevent automatic renewal.

**Units to kWh**

If your meter is metric (m3) go to step 2

- 1 If your meter is imperial multiply your units by 2.83 (100ft3), 0.283 (10ft3) or 0.0283 (1ft3) to get your metric value.
- 2 Multiply the metric value by your volume correction factor (1.02264) then multiply by your calorific value (39.01).
- 3 Divide by 3.6 to obtain kWh.

Please note that the volume correction factor and the calorific value are averages calculated from your consumption data.

**Get in touch**

t: 0843 227 2377  
Calls may be recorded for training and verification purposes.  
e: contactus@opusenergy.com  
w: www.opusenergy.com  
a: Customer Service  
Opus Energy Limited, Royal Pavilion,  
2 Summerhouse Road, Northampton NN3 6BJ  
f: 0845 223 5445

**Committed to customer service**

If you have a complaint, please contact us so we can put things right.  
t: 0800 630 0841  
e: customercare@opusenergy.com  
If your complaint hasn't been resolved to your satisfaction and you'd like the decision to be reviewed by our Operations Director, you can contact his team.  
t: 0800 997 8730  
e: operationsdirector@opusenergy.com  
If you're still not satisfied, you can contact The Ombudsman Services: Energy on 0330 440 1624, or visit www.os-energy.org

For free, confidential and impartial advice, contact Citizens Advice Consumer Services on 0845 404 0506 (textphone 0330 440 1600) or www.adviceguide.org.uk. For information about our complaints process visit www.opusenergy.com/opus-energy-complaints.  
Opus Gas Supply Limited, Reg. No. 06874709, VAT No 818 2900  
29, Reg Address: Lambourne House, 311-321 Banbury Road, Oxford, OX2 7JH.

NPower

The NPower bill shows the below information:

- Customer name and billing address
  - Site address
  - MPR
  - Unit rate – Usage and p/kwh
- Standing charge
  - Contract end date
  - Notice date

7 May 2013

Mr J Bloggs  
237a Street Name  
Place name 1  
Place name 2  
Place name 3  
County  
Postcode

Your monthly payment has increased from £50.00 to

£109.00

starting on 1 December 2012

Your energy statement

For the period 1 October 2012 td November 2012

Customer account numbe06584723074

Online  
npower.com

From landlines  
0800 073 3000

From mobiles  
0330 100 3000

We're open Monday-Friday 8am-8pm / Saturday 8am-6pm

Energy supplied at  
456 Street Name, Place Name, Country, Post Code

Why has the payment amount changed?

Having looked at your energy usage, account balance and current tariff we have calculated that your account will build up a debt if you do not increase your paymentsSee section 4 and 5 for full details.

Latest meter reading  
Electricity (Our reading)- 10579  
Gas (Our estimate) - 11160

1 > Could you pay less?

See our table opposite for our cheapest tariff options.  
Remember – it might be worth thinking about switching your tariff or supplier.

Switching tariffs could mean a significant change to your terms and conditions and some tariffs have eligibility criteria. For example, you may need to change your payment method or manage your account online.  
Some tariffs are available for a limited time only, therefore subject to change.

Your personal projection for the next 12 months

Electricity  
E0000.x

Gas  
E0000.x

Go Save - Electricity  
Go Save - Gas

Our cheapest similar tariff

Save an estimated  
E0000.x  
a year

Electricity

Save an estimated  
E0000.x  
a year

Gas

Plus 24 - Electricity  
Go Save - Gas

Our cheapest overall tariff

Save an estimated  
E0000.x  
a year

Electricity

Save an estimated  
E0000.x  
a year

Gas

Direct Green- Electricity  
Go Save - Gas

For more information on your current tariff see overleaf.

To find out more about your options visit npower.com/cheapesttariff or call us on the number above and have your meter readings available.

Your personal projection is based on your estimated energy usage for the next 12 months and your tariff prices, including any announced price change. If your tariff has an end date, then our standard prices will be used thereafter for that tariff. VAT is also included; Warm Home Discount is not included. Please note your tariff price is not fixed and may be increased in the future.

Notes

- NPower has 2 pages per bill.

Electricity

Gas

Tariff details

Tariff name  
Go Save

Tariff name  
Go Save

How you pay  
Monthly Direct Debit

How you pay  
Monthly Direct Debit

Tariff ends  
31 January 2013

Tariff ends  
31 January 2013

Early exit fee  
None

Early exit fee  
None

Your estimated usage in the last 12 months  
xxxx kWh

Your estimated usage in the last 12 months  
xxxx kWh

About your Tariff Comparison Rate (TCR)

TCR: xx.xxp per kWh

TCR: xx.xxp per kWh

These are the TCRs for your tariffs. The TCR is not an actual price. You can use your TCR only as a guide to compare the price of electricity and gas tariffs.  
It is based on the energy used by a typical customer (electricity 3,200 kWh/year; gas 13,500 kWh/year) and not your personal consumption.  
Your actual energy cost will depend on your usage.

3 > How your energy adds up

Electricity	Gas
<div>Meter readings</div> <div>24 August 2012 - Our estimate 96292</div> <div>19 November 2012 - Our estimate 97165</div> <div>kWh used over 88 days 873</div>	<div>Meter readings</div> <div>24 August 2012 - Our estimate 8887</div> <div>19 November 2012 - Our estimate 8960</div> <div>Units used over 88 days 73</div> <div>(Calorific value 39.9)</div>
<div>Total kWh used</div> <div>873</div>	<div>Total Units (100s of cubic feet)</div> <div>73</div> <div>Converted to kWh</div> <div>2289</div>
<div>This cost</div> <div>873 kWh at 14.4p per kWh £125.71</div> <div>Standing charge of 34.7p a day for 88 days £30.54</div>	<div>This cost</div> <div>2289 kWh at 4.92p per kWh £112.62</div> <div>Standing charge of 21.3p a day for 88 days £18.74</div>
<div>Discounts in this period</div> <div>Dual Fuel £5</div>	<div>Discounts in this period</div> <div>Dual Fuel £5</div>
<div>VAT at 5%</div> <div>£7.81</div>	<div>VAT at 5%</div> <div>£6.57</div>
<div>Total cost of electricity used</div> <div>£164.06</div>	<div>Total cost of gas used</div> <div>£137.93</div>
<div>Electricity and gas total</div> <div>£302.00</div>	

SSE

The SSE bill shows the below information:

- Customer name and billing address
- Account number
- Site address
- MPR (shown as “Meter point reference”)
- Unit rate – Usage and p/kwh
- Standing charge
- Contract end date
- Notice date

Notes

- SSE bills have a minimum of one page per bill
- This bill shows the standing charge as a “Quarterly Charge” (this is the standing charge over a quarter instead of a month)

1 of 4

sse.co.uk

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

0800 975 0486

Miss Adams  
1 Sea View  
Brisham  
Devon  
TQ1 1AA

( T Q 5 0 N Q 9 U T )

Here's your gas bill

For the period: 25 March 2014 to 27 June 2014

Dated: 30 June 2014

Your previous bill

You owed us £135.75

Your payments, thank you £135.75 credit

Balance after your payments

£0.00

This bill - estimated

Gas charges £70.00

Total charges this bill

£70.00

We've explained your bill in detail over the page...

Please pay now

£70.00

Your gas account number:

29314 19999

Your estimated reading

3

9

6

6

You can give us a reading any time at sse.co.uk or by calling our Meterline on 0800 220 995

Ways to pay

See the back page for ways to pay. Don't forget your payment slip is needed for most types of payment.

Could you pay less?

Your Personal Projection

Based on our best estimate of your annual usage and your current prices, including VAT and any discounts, we estimate your Personal Projection of costs for the next 12 months will be £339.67.

Our cheapest similar tariff

Good news - you're already on our cheapest Evergreen tariff. We'll let you know at least once a year if this changes. However paying by Direct Debit, you could save £40.00 a year.

Our cheapest overall tariff

By switching to 1 Year Fixed Price (subject to eligibility criteria and limited availability), paying by Direct Debit and choosing paperless billing, you could save £59.55 a year.

Please note that switching tariffs may involve changing to different terms and conditions, so always check first. Prices may increase in future.

Remember - it might be worth thinking about switching your tariff or supplier.

See page 2 for more information about your tariff and the last page for how we can help you pay less.

2 of 4

Here's your bill explained for the period 25 March 2014 to 27 June 2014

Your payments

Payment Received 29 Apr 2014 £135.75 credit

Your total payments, thank you £135.75 credit

Pay by Direct Debit and go paperless

Save £46 a year off your standing charge.

Your charges

The gas you've used - estimated

	Reading last time	Reading this time	Total used
Meter: 2935797			
Gas Unrestricted kWh	3936	3966[E]	30 units
Converted to kilowatt hours (kWh)			945.37 kWh

Your gas charges this period

Your tariff is Standard

Standard energy	945.37 kWh	at 4.43p	£41.88
Standing charge	95 days	at 26.1p	£24.79
VAT 5.00%			£3.33
(on charges of £66.67)			

Total gas charges this period

£70.00

About your gas tariff

Use this information to compare your tariff with others available.

Tariff name	Standard
Payment method	Cash / cheque
Tariff ends on	No end date
Exit fee (if you end your contract early)	No exit fee applies
Your estimated annual usage	5,151.89kWh

Converting to kWh

This is how we convert gas units into kilowatt hours (kWh):  
  
30.00 imperial units used  
x 1.022640 volume correction  
x 2.83 to convert to metric  
= 86.82 metric units  
x 39.2 calorific value  
÷ 3.6 to convert to kWh  
= 945.37 kWh

Your meter point reference number

4239579999



# Corona Energy


The Corona Energy bill shows the below information:

- Customer name and billing address
- Account number
- Site address
- MPR (shown as “Meter Point Reference”)
- Unit Rate – Usage and p/kwh
- Standing Charge (shown as “Daily Charge”)
- Contract end date
- Notice date

Notes

- Corona have one page per bill.

RECEIVED  
14 OCT 2015  
BY:



Your ref  
Date: 09/10/2015

Customer Ref 20148820  
Our ref 22018243  
Billing period: Sep-15 to Oct-15  
Invoice No.: 10493841  
Gas Supplied To Kanton Theatre Management Soc Ltd 19 New Street RG9 2BS

Kanton Theatre (Henley-On-Thames)  
Bryan Villars-treasurer  
Management Society Limited  
Kanton Theatre Management Soc Ltd, 8 Cook Lane North S Wallingford OX10 6BG

38800  
02555  
11143

Page: 1 of 1

Meter Point Reference	Meter Serial Number	Previous Read Date	Previous Read	Present Read	Present Read Date	Metered Consumption	Correction Factor	Corrected Consumption	Read Factor	Calorific Value	Total kWh
51014900	M016A0217911A6	01/09/2015	048064	048461	01/10/2015	397	1.022640	406	1.00	39.6	4,455

The next date on which you can end your contract is 01/10/2016. If you wish to end your contract on this date please notify us in writing on or before 31/07/2016.

Automated Meter Reading (AMR) puts an end to estimated bills and means you only pay for precisely what you use. AMR also removes the burden of having to read your meter yourself as we automatically capture the reads. To find out more email mail@coronaenergy.co.uk or call us on 0800 804 8589.

	kWh	Rate p/kWh	Totals
Total Gas Usage	4,455	3.7365	£166.46
Climate Change Levy	0	Relief 0.00% 0.1930	£0.00
Daily Charge	0 Days at £0.00 per day		£0.00
AMR Charge			N/A
Charge for current period			£166.46
VAT @ 5.0%		£166.46	£8.32
@ 20.0%		£0.00	£0.00
Total Invoice Charge			£174.78

# Total Gas and Power

The Total Gas and Power bill shows the below information:

- Customer name and billing address
- Account number
- Site address (shown as “Supplier Address”)
- Invoice period (shown as “Period of use”)
- Unit rate – Usage and p/kwh

Notes

- Total Gas and Power bills have 1 page per bill.

Gas Invoice  
Page 1 of 1

TOTAL GAS & POWER

XXXXXXXXXX  
XXXXXXXXXX  
XXXXXXXXXX  
XXXXX

Account Number: XXXXXXXXXXXX  
Invoice Number: XXXXXXXXXXXX  
Date (Tax Point): XXXXXXXXXXXX  
Supplied Address: XXXXXXXXXXXX  
XXXXXXXXXX  
XXXXX

Enquiries:  
If you have any queries regarding this invoice or your account in general, please call our Customer Services Help Line on 01737 275 822, write to us at Total Gas & Power, Bridge Gate, 55-57 High Street, Redhill, RH1 1RX, or contact us through our web site: www.totalgp.com


Statement Section	CCL	VAT	Total
Total balance from previous invoice	-	-	£921.76
Payment received on 19 September 2011	-	-	CR £921.76
Balance Carried Forward	-	-	£0.00

MSN	MPR	Period of use From To	Meter readings Previous Present	Meter Unit	CF	Calorific Value	Energy	Price (p/unit)	Cost per Meter (£)
5012405	49863700	25/08/11 29/09/11	441448 A 442750 A	HCUF	1.022640	39.26571	41,123.6 kWh	2.0600	847.15
Total (Consumption) 41,123.67 kWh							£847.15		
CCL at 0.169p/kWh							£69.50		
VAT at 20.00%							£183.33		
Total Gas Sales							£1,099.98		
Total Invoice Value							£1,099.98		
Balance Brought Forward							£0.00		
Balance Due							£1,099.98		

Information only: Your payment of £1,099.98 will be taken by Direct Debit on or after 17 October 2011

If you have any questions regarding your final invoice then please call our Customer Services department on 01737 275 822



We can now supply your electricity too. Phone 01737 275 700 to find out more.  
Please direct all invoice queries to 01737 275 822



Postal Address: Bridge Gate, 55-57 High Street, Redhill, Surrey RH1 1RX Tel: 01737 275800 Fax: 01737 784900 www.totalgp.com

Total Gas & Power Limited VAT Registration No 689638949 Registered in England No. 2172239

Registered Office: 10 Upper Bank Street, Canary Wharf, London E14 5BP



BSI  
EN5332537  
F229568



# Energy Dictionary

## Active Power

Also known as ‘Real Power’ or simply ‘Power’. Active power is the rate of producing, transfer or using electrical energy. Measured in watts and often-expressed in kW or MW.

## Agreed Capacity

An agreed amount of electrical load for a property, as stated in the property’s Connection Agreement with the local Distribution Network Operator (DNO).

## Automatic Meter Read (AMR)

AMR is the term given to a system that provides automatic meter readings remotely. It uses telephone technology and holds the ability to transfer data into a billing system.

## Availability (KVA)

Availability (kVA) or Agreed Capacity refers to the limit of capacity for a site. E.g. if a site has an Availability of 150 kVA then maximum demand should not exceed that figure at any time. It is set and charged by the local Distribution Network Operator (DNO), according to the kVA of a premise. This fee covers investment and maintenance of the electricity network and can also be called the Capacity Charge. Customers pay a fee (per unit) according to the agreed capacity for that site. In theory, maximum demand should not exceed the agreed capacity at any time.

## Calorific Value (CV)

Amount of heat given by the specified quantity of gas. This is used to calculate the energy consumed based on the volume of gas used. It is measured in joules per kilogram.

## Capacity Charge

A set charge by the local Distribution Network Operator (DNO) for investment and maintenance of the electricity network, based on the Agreed Capacity of a property. This can also be called the Availability Charge.

## Climate Change Levy (CCL)

CCL is a government-imposed tax to encourage reduction in gas emissions and greater efficiency of energy used for business or non domestic purposes. CCL is chargeable only on units/kWh used and not on any other component of the bill, e.g. standing charge. The rate of CCL is now index-linked and therefore likely to increase on 1 April each year.

## Distribution Network Operators (DNO)

Companies that are responsible for operating the networks that connect electricity consumers to the national transmission system and provide interconnection with embedded generation. There are 14 regional distributors who maintain the electrical network.

## Fixed Charge

A daily, monthly or quarterly charge levied by the supplier and is in addition to the standing charge.

## Half Hourly (HH) Meters

A communication device connected to the meter allowing the data collector to remotely connects to the meter, obtaining half-hourly consumption.

## Half Hourly Data (HHD)

HHD is the product of the half-hour data meter. The data is usually made available to end users by way of a spreadsheet. A full years’ half-hour data will be a spreadsheet with approximately 18,520 cells of data.

## Low Voltage (LV)

Low Voltage, normally at 240 or 415 Volts.

## Non Half Hourly (NHH) Meters

Unlike HH meter a meter reader must visit the site to obtain readings. There are different tariffs (SSC) available.

## Site

A geographic location at which gas is consumed by the customer. There may be several gas meters at a site, which measure the volume of gas consumed.

## Smart Metering

The ability to remotely read non-half hourly (NHH) meters. Data is more reliable and more accurate bills are produced.

## Standing Charge

Is a daily or monthly charge to contribute towards installation, maintenance and administration costs for the local Distribution Network Operator (DNO).

## Supplier

A person authorised by a supply licence to supply electricity or gas to the National Grid Network, via the Shipper.

## Supply Number

S-Number (also known as MPAN - Meter Point Administration Number). A unique number identifying the distribution company and the location of the metering point.

## Unit Price

The price per unit of energy which includes 3 components only – energy wholesale price (energy at NBP), infrastructure costs and a cost to serve element

## Voltage

A unit used to measure the electromotive force of an electric current.