

TEST COMPANY NAME 0001  
 C/O NEIL POWER  
 Suite 10  
 Office Building  
 5-10 Any Street  
 Any Town  
 Any County  
 AN1 1NY

### We're here to help

Call us: **0121 541 2551**

Opening hours are Monday to Thursday 8:30am to 5pm  
 Friday 8:30am to 4:30pm

Email: [yourbusiness@npower.com](mailto:yourbusiness@npower.com)

Web: [npowerbusinesssolutions.com](http://npowerbusinesssolutions.com)

Write to us:  
 npower Business Solutions, 2 Princes Way, Solihull, B91 3ES

For the attention of Ms NINA POWER

Loss of supply:  
 Call 105  
 1 TEST DRIVE, TEST TOWN, DY8 1AA

## Your electricity invoice

Invoice period: 1 Apr 2020 to 30 Apr 2020

Invoice date: 23 Jul 2020

Invoice number: IN00073011

Account number: A0000073702

Account name: ANY SITE NAME - NHH

Supply address:  
 Suite 10  
 Office Building  
 5-10 Any Street  
 Any Town  
 Any County  
 AN1 1NY

Your reference: NHHACC01  
 PO Number: 12345678

Your previous account balance:

**£3,946.15**

Your new invoice charge:

**£1,116.84**

which is due for payment on 02/08/20

If you pay by Direct Debit the full amount of this invoice will be taken on or immediately after the above date

Failure to pay by the due date may result in late payment charges being incurred, your credit rating being adversely affected and may also place your supply at risk.

Charges summary	Quantity kWh	Charge
Electricity consumption	6,533.0	£602.56
Standing and metering charges		£8.97
Government and regulatory levies		£266.19
Climate Change Levy		£52.98
Total charges excluding VAT		£930.70
VAT		£186.14
<b>Charges for period</b>		<b>£1,116.84</b>
VAT analysis		
Standard VAT	20.00%	Net £930.70
Total VAT		VAT £186.14

## Information and services for business customers

<p><b>Any questions?</b></p> <ul style="list-style-type: none"> <li>Contact Customer Services – see the front of this invoice for details</li> <li>Send us an email to <a href="mailto:yourbusiness@npower.com">yourbusiness@npower.com</a></li> </ul> <p>Please quote your customer account number when you contact us. There is also lots of useful information on our website at <a href="http://npowerbusinesssolutions.com">npowerbusinesssolutions.com</a></p> <p>For further information and codes of practice, go to our website at <a href="http://npowerbusinesssolutions.com">npowerbusinesssolutions.com</a> or contact Customer Services for:</p> <ul style="list-style-type: none"> <li>Guidance on using energy efficiently</li> <li>Information on us visiting your premises</li> <li>Details of Guaranteed and Overall Standards of Service</li> </ul> <p>Your local electricity distribution company also has a code of practice on visiting your premises – you can get a copy direct from them.</p> <p><b>Moving premises?</b></p> <p>Please let us know as soon as possible if you are intending to move premises. Do not forget npower can supply you wherever you move in the country, so why not take us with you? Please refer to your contract for the terms and conditions which can apply when you stop trading at premises before the end of your contract.</p> <p><b>Estimated invoices</b></p> <p>If you wish us to amend an estimated meter read on your invoice, you can call the number shown on the front of this invoice with a meter read. We will correct any difference between the actual amount of energy used and the estimated consumption in accordance with the terms of your contract.</p> <p><b>Paying your invoice</b></p> <p>Unless otherwise agreed, payment for energy you have used is due on receipt of this invoice. Please let us know if you have a query or you are finding it hard to pay your energy invoice. Failure to pay without notifying us may result in interest being added to your account, statutory compensation being charged and other action to enforce the terms and conditions of your contract.</p> <p><b>Struggling to pay?</b></p> <p>We want to help, so please contact us as soon as possible. The following organisation can provide free, impartial and confidential advice on debt and cash-flow issues, to small businesses and the self-employed: Business Debtline: <b>0800 197 6026</b> or <a href="http://businessdebtline.org">businessdebtline.org</a></p> <p><b>Your contract</b></p> <p>If you have signed or agreed a contract, details will have been provided at the time. Otherwise you will be taking supply under a deemed contract. Information about your contract and its terms and conditions is available from Customer Services.</p>	<p><b>VAT</b></p> <p>If you use energy for domestic or charity non-business purposes, you may qualify for the reduced rate of VAT. Please refer to the HMRC website for more information. If you think that you qualify, please complete a VAT Declaration form for us to consider.</p> <p>All charges are identified by one of the following codes for VAT purposes:</p> <p>DEM – Under de minimis kWh STD – Standard rate RR – Reduced rate MU – Mixed use EXMT – Exempt Zero – Zero rate O/S – Outside the scope</p> <p><b>Climate Change Levy (CCL)</b></p> <p>CCL is a government tax on energy, which encourages businesses to use less energy and reduce carbon emissions. Please refer to the HMRC website for more information, including details on the circumstances when relief may be available. Where CCL has been shown, this invoice will constitute a CCL accounting document.</p> <p><b>Third party and industry charges</b></p> <p>Future Feed-in Tariff (FIT), Renewables Obligation (RO), Capacity Market (CM) and Contracts for Difference (CfD) rates and reconciliation information will appear on the Third Party and Industry Charges webpage at <a href="http://npowerbusinesssolutions.com/my-account/invoices-and-payments">npowerbusinesssolutions.com/my-account/invoices-and-payments</a>. Please visit our website regularly to keep up-to-date with any changes or updates.</p> <p><b>Access to your meter</b></p> <p>We are required by law to read and inspect your meter regularly, so please call Customer Services if you have any special access instructions that we need to know.</p> <p><b>Suspected meter interference</b></p> <p>Meter interference is dangerous and increases costs for customers and industry alike. Should you suspect interference with any metering system, please either contact us urgently on the number overleaf, or Crimestoppers on <b>0800 023 2777</b> or visit <a href="http://stayenergysafe.co.uk">stayenergysafe.co.uk</a>.</p> <p><b>Green Deal advice</b></p> <p>You can obtain impartial advice and information about any Green Deal plan(s) by contacting the Energy Savings Advice Service quoting your Green Deal plan number(s). You can call them on <b>0300 123 1234</b> or get in touch via their website <a href="http://gov.uk/greendeal">gov.uk/greendeal</a>.</p> <p><b>Energy efficiency</b></p> <p>For advice on saving energy in your business, please visit <a href="http://npowerbusinesssolutions.com">npowerbusinesssolutions.com</a></p> <p><b>Consumption points</b></p> <p>Meter – Meter Supply Point GSP – Grid Supply Point NBP – National Balancing Point</p>	<p><b>Unhappy with our service?</b></p> <p>We would like to put things right. Please call our Customer Services Team who will do all they can to resolve the matter straight away. You can also email us at <a href="mailto:yourbusiness@npower.com">yourbusiness@npower.com</a> or write to <b>npower Business Solutions, PO Box 8007, 2 Princes Way, Solihull, B91 3ES</b>. Read more about how we handle complaints in the complaints section of <a href="http://npowerbusinesssolutions.com">npowerbusinesssolutions.com</a> or request a free copy of our complaints leaflet from Customer Services.</p> <p><b>Impartial advice</b></p> <p>The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues and debt at any stage of the complaints process. Visit <a href="http://citizensadvice.org.uk/energy">citizensadvice.org.uk/energy</a> or call the Citizens Advice consumer helpline on <b>0808 223 1133</b>. If you are located in Scotland you can visit <a href="http://EnergyAdvice.Scot">EnergyAdvice.Scot</a> or call on <b>0808 196 8660</b>.</p> <p><b>Ombudsman Services: Energy</b></p> <p>In the unlikely event that we are unable to resolve your complaint within eight weeks, micro businesses can approach Ombudsman Services to access a free and impartial service. The energy Ombudsman will reach a decision based on the information available and their decision is binding on the supplier. Contact the Ombudsman on <b>0330 440 1624</b>, visit <a href="http://ombudsman-services.org/sectors/energy">ombudsman-services.org/sectors/energy</a> or email <a href="mailto:enquiries@os-energy.org">enquiries@os-energy.org</a>.</p> <p><b>Where our electricity comes from</b></p> <p>The table below shows the fuel sources for the electricity npower supplied last year, and the UK national average for the same period.</p> <table border="1"> <thead> <tr> <th>Fuel mix for 1 April 2020 to 31 March 2021</th> <th>Npower Limited</th> <th>UK National Average</th> </tr> </thead> <tbody> <tr> <td>Coal</td> <td>4.2%</td> <td>2.7%</td> </tr> <tr> <td>Gas</td> <td>52.6%</td> <td>38.2%</td> </tr> <tr> <td>Nuclear</td> <td>6.9%</td> <td>16.1%</td> </tr> <tr> <td>Renewable (biomass, wind, hydro and solar power)</td> <td>31.9%</td> <td>40.3%</td> </tr> <tr> <td>Other</td> <td>4.4%</td> <td>2.7%</td> </tr> </tbody> </table> <p>Please note, figures may not sum to 100% due to rounding. Further information on environmental impact and other environmental data is available on our website <a href="http://npowerbusinesssolutions.com/company/fuel-mix">npowerbusinesssolutions.com/company/fuel-mix</a></p> <p><b>Online glossary</b></p> <p>For help understanding the industry terminology used in this invoice, please visit <a href="http://npowerbusinesssolutions.com/my-account/glossary">npowerbusinesssolutions.com/my-account/glossary</a> to access our online glossary.</p> <p><b>Phone calls</b></p> <p>We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider and may be free if you are calling from a business mobile or landline, depending on your contract.</p> <p>Calls to our 0845 numbers will cost a maximum of 5p per minute, plus your phone company's access charge. Calls to 03 numbers will cost you no more than 01 and 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 03 numbers will be part of these.</p> <p>Please check with your operator for exact charges.</p>	Fuel mix for 1 April 2020 to 31 March 2021	Npower Limited	UK National Average	Coal	4.2%	2.7%	Gas	52.6%	38.2%	Nuclear	6.9%	16.1%	Renewable (biomass, wind, hydro and solar power)	31.9%	40.3%	Other	4.4%	2.7%
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MM21557/04-21

## How to pay your invoice

 <p><b>Direct Debit</b> You can pay your invoice in full by Direct Debit. Visit our website or call Customer Services for more information.</p>	 <p><b>Credit or debit card</b> Call Customer Services (most credit cards accepted).</p>
 <p><b>BACS or internet banking</b> Quote our bank sort code 50-00-00, our bank account number 97104000 and your customer account number. Your bank may charge for this service. If you pay by BACS, please email your payment advice to <a href="mailto:BACS@npower.com">BACS@npower.com</a> or send it to: npower, BACS Payment Processing Team, PO Box 209, Leeds LS14 3WX.</p>	 <p><b>Cheque</b> Send your cheque to: Npower Commercial Gas Ltd, Payment Processing Centre, PO 209, Leeds, LS14 3WX. <b>Please make your cheque payable to 'Npower Commercial Gas Ltd' and write your customer account number on the back.</b> Keep the top part of your invoice and send us the tear-off payment slip with your cheque.</p>

# Your electricity invoice

Invoice date: 23 Jul 2020

Invoice number: IN00073011

Account number: A0000073702

Meter point address:

Catering Supply Off Suite 10  
Office Building  
5-10 Any Street  
Any Town  
Any County  
AN1 1NY

Your supply number:

S	03	801	007	
	14	1718	1341	

## 1 > Consumption details for MPAN 1417181341000

### Consumption information

Meter serial number	Meter register	Rate description	Previous read	Previous read date	Current read	Current read date	Metered units	Meter multiplier	Total (kWh)
20CCE05120 2	01	ALL TIMES	24016.3 E	01/04/2020	30549.3 E	30/04/2020	6,533.0	1.00	6,533.0

Reading key: A = Actual, C = Customer, E = Estimate, F = Final, I = Initial

In the absence of an actual meter reading at the end of the invoice period we have estimated a current reading. An actual reading can be submitted using the contact details on the front of this invoice.

### Total energy @ meter

**6,533.0 kWh**

Energy @ NBP

7,135.2 kWh

## 2 > Breakdown of charges for MPAN 1417181341000

### Consumption charges

Charge description	Rate description	Start	End	Energy consumed	Price	VAT rate	Net total
Electricity consumption @ meter	ALL TIMES	01/04/2020	30/04/2020	6,533.0 kWh	9.22335 p/kWh	STD	£602.56

### Total consumption charges

**£602.56**

### Standing and metering charges

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Standing Charge	01/04/2020	30/04/2020	30 days	29.904 p/day	STD	£8.97

### Total standing and metering charge

**£8.97**

## Your electricity invoice continued...

Invoice date: 23 Jul 2020

Invoice number: IN00073011

Account number: A0000073702

### Government and regulatory levies

Charge description	Start	End	Quantity	Price	VAT rate	Net total
<b>Capacity Market (CM)</b>						
Estimated annual capacity volume (EACV)			950.86 kWh			
Obligation levy Forecast Passthrough for period	01/04/2020	30/04/2020	78.1 kWh	11.3549660 p/kWh	STD	£8.87
Operational charge Forecast Passthrough invoiced @ NBP	01/04/2020	30/04/2020	7,135.2 kWh	0.002578 p/kWh	STD	£0.18

#### Total CM charge

**£9.05**

### Renewables Obligation (RO)

RO Forecast Passthrough invoiced @ meter	01/04/2020	30/04/2020	6533.0 kWh	2.368142 p/kWh	STD	£154.71
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#### Total RO charge

**£154.71**

### Feed-in Tariff (FIT)

Forecast Passthrough invoiced @ meter	01/04/2020	30/04/2020	6533.00000 kWh	0.671787 p/kWh	STD	£43.89
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#### Total FIT charge

**£43.89**

### Contracts for Difference (CfD)

Forecast Passthrough invoiced @ NBP	01/04/2020	30/04/2020	7.1352 MWh		STD	£58.54
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#### Total CfD charge

**£58.54**

#### Total government and regulatory levies

**£266.19**

### Climate Change Levy

Charge description	CCL applied	Start	End	Quantity	Price	VAT rate	Net total
Electricity Climate Change Levy	100%	01/04/2020	30/04/2020	6,533.0 kWh	0.00811 £ / kWh	STD	£52.98

#### Total CCL charges

**£52.98**

#### Total charges for this meter point excluding VAT

**£930.70**

## Payment slip

Please make your cheque payable to Npower Commercial Gas Limited and send it to:

Npower Commercial Gas Limited  
Payment Processing Centre  
PO Box 209  
Leeds  
LS14 3WX

Account number: A0000073702

Invoice number: IN00073011

Amount due: **£1,116.84**

TEST COMPANY NAME 0001  
C/O NEIL POWER  
Suite 10  
Office Building  
5-10 Any Street  
Any Town  
Any County  
AN1 1NY

Supply: Suite 10, Office Building, 5-10 Any Street, Any Town, Any County, AN1 1NY