

Customer Test File  
 C/O Bill Bloggs  
 Unit 1  
 Test Industrial Estate  
 Test Town  
 Test City  
 Test County  
 TE57 1NG

**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: [npower.com/nbs](http://npower.com/nbs)

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

For the attention of Mr Joe Bloggs

Gas emergency:  
 Call **National Gas Emergency Service**  
**0800 111 999**

## Your gas invoice

Invoice period: 1 Mar 2020 to 31 Mar 2020

Invoice date: 10 Dec 2020

Invoice number: IN00210229

Account number: A0008078946

Account name: Gas Premises

Supply address:  
 Unit 3 - 4  
 Test Industrial Estate  
 Test Town  
 Test City  
 Test County  
 TE57 1NP

Customer VAT registration number: 123456789

Your previous account balance:

**£0.00**

Your new invoice charge:

**£6,136.74**

which is due for payment on 24/12/20

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.**

### Important contract information

Please refer to individual breakdown sheets for important contract information.

Charges summary	Quantity kWh	Charge
Gas consumption	13,432.8	£508.83
Other gas-related charges		£4,559.58
Climate Change Levy (CCL)		£45.54
<b>Total charges excluding VAT</b>		<b>£5,113.95</b>
<b>VAT</b>		<b>£1,022.79</b>

<b>Charges for period</b>	<b>£6,136.74</b>
---------------------------	------------------

VAT analysis			
		Net	VAT
Standard VAT	20.00%	£5,113.95	£1,022.79
<b>Total VAT</b>			<b>£1,022.79</b>

## 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's also lots of useful information on our website at <a href="http://npower.com/nbs">npower.com/nbs</a></p> <p><b>For further information and codes of practice</b></p> <p>Go to our website at <a href="http://npower.com/nbs">npower.com/nbs</a> or contact Customer Services for:</p> <ul style="list-style-type: none"> <li>• Guidance on using energy efficiently</li> <li>• Information on our visiting your premises</li> <li>• Details of Guaranteed and Overall Standards of Service operated by your gas transporter (GSOS)</li> </ul> <p>Your gas transporter 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. Don't 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 apply when you stop trading at premises before the end of your contract.</p> <p><b>Estimated invoices</b></p> <p>You can read your meter and call Customer Services or email <a href="mailto:yourbusiness@npower.com">yourbusiness@npower.com</a></p> <p><b>Access to your meter</b></p> <p>We're 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>Paying your invoices</b></p> <p>Unless otherwise agreed, payment for energy you've used is due on receipt of this invoice. Please let us know if you have a query or you're finding it hard to pay your energy invoices. Failure to pay without notifying us may result in interest and other statutory charges being added to your account 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. These organisations can provide free, impartial and confidential advice on debt and cash-flow issues, to micro businesses:</p> <ul style="list-style-type: none"> <li>• Business Debtline: <b>0800 197 6026</b> or <a href="http://businessdebtline.org">businessdebtline.org</a></li> <li>• StepChange: <b>0800 138 1111</b> or <a href="http://stepchange.org">stepchange.org</a></li> </ul> <p><b>Calculating your invoice</b></p> <p>Please note that this is intended to be used for guidance only and is not intended to be legally binding. For full details of the charges contained on your invoice please refer to your Contract</p> <ol style="list-style-type: none"> <li>1. the consumption charges set out on your invoice are calculated as follows:             <ol style="list-style-type: none"> <li>1.1 Subtract the previous meter reading from the current meter reading.</li> <li>1.2. Multiply the result by 2.83 to get the volume used in cubic metres, if you don't have a metric (m3) gas meter.</li> <li>1.3. Multiply this number by the calorific value shown on this invoice in MJ/m3. The calorific value is the energy content of gas. The gas transporter informs us of the calorific value of gas supplied to your area, and it's taken as an average over the period of your invoice.</li> <li>1.4. Multiply the result by the meter correction factor. This is applied to adjust the volume of gas recorded by your meter to take into account standard temperature and pressure conditions.</li> <li>1.5. Divide the result by 3.6 to get the number of kilowatt hours (kWh) you've used.</li> <li>1.6. Multiply this number by the pence per kWh rate to get the cost of gas you've used.</li> </ol> </li> <li>2. Add applicable charges as set out in your Contract including standing charges, and if applicable, Climate Change Levy.</li> </ol> <p><b>Meter Interference</b></p> <p>Interference with energy meters is dangerous and can increase costs for customers and suppliers alike. Should you suspect interference with any metering system, please contact us urgently on the number overleaf, or call Stay Energy Safe on <b>0800 023 2777</b> or visit <a href="http://stayenergysafe.co.uk">stayenergysafe.co.uk</a></p>	<p><b>Gas emergency</b></p> <p>If you smell gas or think you have a gas leak:</p> <ul style="list-style-type: none"> <li>• Contact the National Gas Emergency Service immediately on <b>0800 111 999</b> (24 hours a day, 365 days a year)</li> <li>• DON'T turn electrical switches on or off</li> <li>• DON'T smoke, use matches or naked flames</li> <li>• DON'T use a mobile phone near a suspected leak</li> <li>• DON'T leave it to someone else to report the incident – you could be putting yourself and others at risk</li> <li>• DO put out naked flames</li> <li>• DO open doors and windows</li> <li>• DO keep people away from the affected area.</li> </ul> <p>For more information about the National Gas Emergency Service, visit <a href="http://nationalgrid.com/uk/safety/gas-emergency">nationalgrid.com/uk/safety/gas-emergency</a></p> <p><b>Gas transporter</b></p> <p>Please call Xoserve on <b>0870 608 1524</b> for your transporter's contact details.</p> <p><b>Energy efficiency</b></p> <p>For advice on saving energy in your business, visit <a href="http://npower.com/nbs">npower.com/nbs</a></p> <p><b>Your contract</b></p> <p>If you've signed or agreed a contract, details will have been provided at the time. Otherwise you'll be taking supply under a deemed contract. Information about your contract and its terms and conditions is available from Customer Services.</p> <p><b>Terminating your contract</b></p> <p>Please see your contract for the address to send termination notices.</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. The following codes for VAT purposes:</p> <ul style="list-style-type: none"> <li>DEM – Under de minimis kWh</li> <li>STD – Standard rate</li> <li>RR – Reduced rate</li> <li>MU – Mixed use</li> <li>EXMT – Exempt</li> <li>Zero – Zero rate</li> <li>O/S – Outside the scope</li> </ul>	<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>Unhappy with our service?</b></p> <p>We'd 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 npower Business Solutions, 2 Princes Way, Solihull, B91 3ES. Read more about how we handle complaints in the Complaints section of <a href="http://npower.com/nbs">npower.com/nbs</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>.</p> <p><b>Ombudsman Services: Energy</b></p> <p>In the unlikely event that we're 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.uk/energy">ombudsman-services.org.uk/energy</a> or email <a href="mailto:enquiries@os-energy.org">enquiries@os-energy.org</a></p> <p><b>Phone calls</b></p> <p>We may monitor and/or record calls for security, quality or training purposes.</p> <p>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. 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. Please check with your operator for exact charges.</p>
---	---	---	--

## Ways to pay your invoice

<p> <b>Direct Debit</b></p> <p>You can spread the cost of gas throughout the year by paying monthly by Direct Debit, or you can pay your invoice in full by Direct Debit. Visit our website or call Customer Services for more information.</p> <p> <b>BACS or internet banking</b></p> <p>Quote our bank sort code 50-00-00, our bank account number 71023909 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>Credit or debit card</b></p> <p>Call Customer Services (most credit cards accepted).</p> <p> <b>Cheque</b></p> <p>Send your cheque to: npower, Payment Processing Centre, PO Box 236, Leeds, LS14 3WX.</p> <p><b>Please make your cheque payable to 'npower' and write your customer account number on the back.</b></p> <p>Keep the top part of your invoice and send us the tear-off payment slip with your cheque.</p>
---	--

# Your gas invoice

Invoice date: 10 Dec 2020

Invoice number: IN00210229

Account number: A0008078946

Meter point address:

Unit 4  
Test Industrial Estate  
Test Town  
Test City  
Test County  
TE57 1NP

## Important contract information

Your flexible purchasing contract ends on 31/12/2020. Please contact your Business Development Manager to arrange a new flexible purchasing contract. If you don't agree a new contract with npower or move to another supplier from that date we'll continue to supply you on out of contract (default) rates, which are higher than contract rates, until you do.

## 1 > Consumption details for MPRN 87654321

### Consumption information

Meter serial number	Previous read	Previous read date	Current read	Current read date	Metered units	Unit measure	Correction factor	Calorific value	Energy consumed
GASDM1	000337.0 A	01/03/2020	000842.0 A	31/03/2020	505	M3	1.02264	39.0	5,594.7 kWh

Reading key: A = Actual, C = Customer, E = Estimate, F = Final, I = Initial  
Unit measure: M3 - Cubic Meters, HCF - Hundreds of Cubic Feet

### Total gas consumed

5,594.7 kWh

## 2 > Breakdown of charges for MPRN 87654321

### Consumption charges

Charge description	Start	End	Energy consumed	Price	VAT rate	Net total
Gas consumption	01/03/2020	31/03/2020	5,594.7 kWh	3.02850 p/kWh	STD	£169.44

### Total consumption charges

£169.44

### Other gas-related charges

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Transportation charges – capacity	01/03/2020	31/03/2020	31 days	4,553.10270 p/day	STD	£1,411.46
Transportation charges – commodity	01/03/2020	31/03/2020	5,594.7 kWh	0.05790 p/kWh	STD	£3.24
Metering charges	01/03/2020	31/03/2020	31 days	159.34520 p/day	STD	£49.40
Metering charges	01/03/2020	31/03/2020	31 days	9,307.06000 p/day	STD	£2,885.19

### Total other gas-related charges

£4,349.29

### Climate Change Levy

Charge description	CCL applied	Start	End	Quantity	Price	VAT rate	Net total
Gas Climate Change Levy	100%	01/03/2020	31/03/2020	5,594.7 kWh	0.00339 £ / kWh	STD	£18.97

**Your gas invoice continued...**

Invoice date: 10 Dec 2020

Invoice number: IN00210229

Account number: A0008078946

<b>Total CCL charges</b>	<b>£18.97</b>
<b>Total charges for this meter point excluding VAT</b>	<b>£4,537.70</b>

# Your gas invoice

Invoice date: 10 Dec 2020

Invoice number: IN00210229

Account number: A0008078946

Meter point address:

Unit 3  
Test Industrial Estate  
Test Town  
Test City  
Test County  
TE57 1NP

## Important contract information

Your fixed-term contract ends on 31/12/2020. Please call us to arrange a new contract on **0800 107 2016**. If you don't agree a new contract with npower or move to another supplier from that date we'll continue to supply you on out of contract (default) rates, which are higher than contract rates, until you agree a new contract with npower or move to another supplier.

## 1 > Consumption details for MPRN 12345678

### Consumption information

Meter serial number	Previous read	Previous read date	Current read	Current read date	Read factor	Metered units	Unit measure	Correction factor	Calorific value	Energy consumed
GASNDM1	000020.0 E	01/03/2020	000045.0 C	31/03/2020	10.00	250	HCF	1.02264	39.0	7,838.1 kWh

Reading key: A = Actual, C = Customer, E = Estimate, F = Final, I = Initial  
Unit measure: M3 - Cubic Meters, HCF - Hundreds of Cubic Feet

### Total gas consumed

**7,838.1 kWh**

## 2 > Breakdown of charges for MPRN 12345678

### Consumption charges

Charge description	Start	End	Energy consumed	Price	VAT rate	Net total
Gas consumption	01/03/2020	31/03/2020	7,838.1 kWh	4.33001 p/kWh	STD	£339.39

### Total consumption charges

**£339.39**

### Other gas-related charges

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Standing Charge	01/03/2020	31/03/2020	31 days	678.346 p/day	STD	£210.29

### Total other gas-related charges

**£210.29**

### Climate Change Levy

Charge description	CCL applied	Start	End	Quantity	Price	VAT rate	Net total
Gas Climate Change Levy	100%	01/03/2020	31/03/2020	7,838.1 kWh	0.00339 £ / kWh	STD	£26.57

### Total CCL charges

**£26.57**

### Total charges for this meter point excluding VAT

**£576.25**

## Payment slip

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

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

Account number: A0008078946

Invoice number: IN00210229

Amount due: £6,136.74

Customer Test File  
C/O Bill Bloggs  
Unit 1  
Test Industrial Estate  
Test Town  
Test City  
Test County  
TE57 1NG

Supply: Unit 3 - 4, Test Industrial Estate, Test Town,  
Test City, Test County, TE57 1NP