

Take a look at your new electricity invoice

As part of our ongoing commitment to providing the best possible service to you, we have heavily invested in digitising the way we work and have now launched our new account management system, offering a host of account features and benefits.

We listened to the feedback shared by you in our Customer Satisfaction Surveys, and over the past two years, have worked to transform the way we service your account.

Our new account management system is modern, streamlined and simplified; ensuring that our invoicing has remained transparent and easy to understand, making it simple for you to do business with us.

Please see overleaf for more information on the layout of your new style electricity invoice.

Dashboard – coming soon

Dashboard, our new digital platform, is coming soon and will offer you access to your account, including invoices, reports and the option to make a payment, 24/7.

You will also be able to submit meter readings, track any queries and receive automatic updates about any changes to your account. We will be in contact with you again shortly to provide further information on the rollout of Dashboard.

Important information: If any invoicing activity takes place for periods before your account was moved over to our new system, this will be produced from our legacy system in the previous invoice style.

Please also note that if you have any quarterly metered Non-Half Hourly (NHH) sites, these will now be invoiced monthly. This will not only assist you with a more regular view of your consumption and costs, but will also provide certainty, when it comes to your budgeting.

Phone calls: 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, calls may be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

Any Questions?

If you have any questions please contact your CRM Executive or Client Lead who will be happy to help.

Alternatively, you can call our Customer Contact Team on:



0845 070 9494

or email us at



yourbusiness@npower.com

For more information you can also visit npowerbusinesssolutions.com/my-account/invoices-and-payments where you will be able to see a summary of the key enhancements and changes we have made to our invoicing, as part of the launch of our new account management system.



Business Solutions

powered by **e-on**

Information and services for business customers

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 9:30am to 5pm
Friday 9:30am to 4:30pm
Email: your.business@npower.com
Web: npower.com/nbs

1 Write to us:
npower, PO Box 8201, Oldbury, West Midlands, B68 9PL

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

3 Your previous account balance:
£18,914.04

4 Your new invoice charge:
£3,747.41
which is due for payment on 02/06/20

5 if you pay by Direct Debit the full amount of all invoices will be taken on or immediately after the above date

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

Your electricity invoice

Invoice period: 1 Jun 2020 to 30 Jun 2020
Invoice date: 23 Jul 2020
Invoice number: IN00072479

Account number: A000007301
Account name: ANY SITE NAME - HH

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

your reference: HHACC01
PO Number: 12345678

Charges summary	Quantity kWh	Charge
Electricity consumption	23,080.6	£1,225.74
Network charges		£712.80
Standing and metering charges		£12.33
Government and regulatory levies		£996.79
Climate Change Levy		£175.18
Total charges excluding VAT		£3,122.84
VAT		£624.57
Charges for period		£3,747.41

VAT analysis		
Standard VAT	20.00%	NET £3,122.84
Total VAT		VAT £624.57
		GROSS £3,747.41

Consumption information	Start	End	Actual energy @ meter (kWh)	Estimated energy @ meter (kWh)	Total energy @ meter (kWh)	Energy @ GSP (kWh)	Energy @ NBP (kWh)
00CCE012345	01/06/2020	30/06/2020	0.0	21,600.0	21,600.0	23,080.6	23,514.7

Charge description	Rate description	Start	End	Energy consumed	Price	VAT rate	Net total
Electricity consumption @ GSP	Day	01/06/2020	30/06/2020	16,368.8 kWh	5.57938 p/kWh	STD	£913.28
	Night	01/06/2020	30/06/2020	6,711.8 kWh	4.65540 p/kWh	STD	£312.46
Total consumption charges							£1,225.74

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Distribution Use of System (DUOS)						
Capacity charge based on 125 kVA	01/06/2020	30/06/2020	30 days	3.84000 p/kVA	STD	£144.00
Standing Charge	01/06/2020	30/06/2020	30 days	9.26000 p/day	STD	£2.78
Consumption - energy @ meter						
*Amber charge	01/06/2020	30/06/2020	6930.0 kWh	1.41500 p/kWh	STD	£98.06
*Green charge	01/06/2020	30/06/2020	12690.0 kWh	1.05400 p/kWh	STD	£133.75
*Red charge	01/06/2020	30/06/2020	1980.0 kWh	5.28200 p/kWh	STD	£104.58

Any enquiries?
Contact Customer Services - see the front of this invoice for details.
Send us an email to your.business@npower.com you contact us. There is also lots of useful information on our website at npower.com/nbs
For further information visit our website at npower.com/nbs or contact Customer Services for:
Guidance on using energy efficiently
Information on visiting your premises
Details of Government and Overall Standards

Moving premises?
Please let us know as soon as possible if you can notify you where you move in the contract for the terms and conditions which apply when you stop trading at premises being the end of your contract.

Estimated invoices
If you wish us to amend an estimated meter reading, you can call the number shown on this invoice with a meter read. We will correct the estimated consumption in accordance with the terms of your contract.

Using your invoice
Unless otherwise agreed, payment for energy used is due on receipt of this invoice. Please let us know if you are having any problems with your invoice. Failure to pay without notifying us may result in late payment charges and other actions to enforce the terms and conditions of your contract.

How to pay your invoice
Direct Debit
BACS or internet banking

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Your electricity invoice

Invoice date: 23 Jul 2020
Invoice number: IN00072479
Account number: A000007301

Meter point address:
Plant Room Off Suite 10
Office Building
5-10 Any Street
Any Town
Any County
AN1 1NY

Your supply number:
S 00 845 000
14 0000 0000 000

1 > Consumption details for MPAN 1400000000000

Consumption information	Start	End	Actual energy @ meter (kWh)	Estimated energy @ meter (kWh)	Total energy @ meter (kWh)	Energy @ GSP (kWh)	Energy @ NBP (kWh)
00CCE012345	01/06/2020	30/06/2020	0.0	21,600.0	21,600.0	23,080.6	23,514.7

2 > Breakdown of charges for MPAN 1400000000000

Charge description	Rate description	Start	End	Energy consumed	Price	VAT rate	Net total
Electricity consumption @ GSP	Day	01/06/2020	30/06/2020	16,368.8 kWh	5.57938 p/kWh	STD	£913.28
	Night	01/06/2020	30/06/2020	6,711.8 kWh	4.65540 p/kWh	STD	£312.46
Total consumption charges							£1,225.74

Network charges

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Distribution Use of System (DUOS)						
Capacity charge based on 125 kVA	01/06/2020	30/06/2020	30 days	3.84000 p/kVA	STD	£144.00
Standing Charge	01/06/2020	30/06/2020	30 days	9.26000 p/day	STD	£2.78
Consumption - energy @ meter						
*Amber charge	01/06/2020	30/06/2020	6930.0 kWh	1.41500 p/kWh	STD	£98.06
*Green charge	01/06/2020	30/06/2020	12690.0 kWh	1.05400 p/kWh	STD	£133.75
*Red charge	01/06/2020	30/06/2020	1980.0 kWh	5.28200 p/kWh	STD	£104.58

*Refer to the appropriate distribution company DUOS charging Statement for the unit rate time bands

- 1** We're here to help - This area highlights our key contact details and opening times. Alternatively, you can contact your dedicated CRM Executive or Client Lead
- 2** Should you experience a loss of supply, please find the contact details of your local Distribution Network Operator (DNO) here
- 3** Should you wish for your invoice to be addressed to a particular contact within your business, please let us know
- 4** Any previous account balance is shown here, alongside the current charge of this invoice

- 5** Should you wish to discuss your account or this invoice, please have your invoice and account number to hand
- 6** This is the premises address
- 7** If you have requested to include your own reference or PO number on your invoice, this is shown here
- 8** The 'Charges summary' box shows an overview of all of your charges, broken down by charge category, for all meter points within your account
- 9** The 'VAT analysis' box provides a breakdown of your VAT charges

- 10** The following pages provide a detailed breakdown of the charges which are relevant for the invoice period, as outlined in the 'Charges summary' box on the first page
- 11** Should you have more than one meter point on your account, you will see a meter address, supply number and a breakdown of all charges per meter
- 12** Should you require further information on these charges and how they are calculated and reconciled, please visit npowerbusinesssolutions.com/my-account/invoices-and-payments



Npower Commercial Gas Limited Registered No. 3768856.
Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG, United Kingdom.

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