## 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:

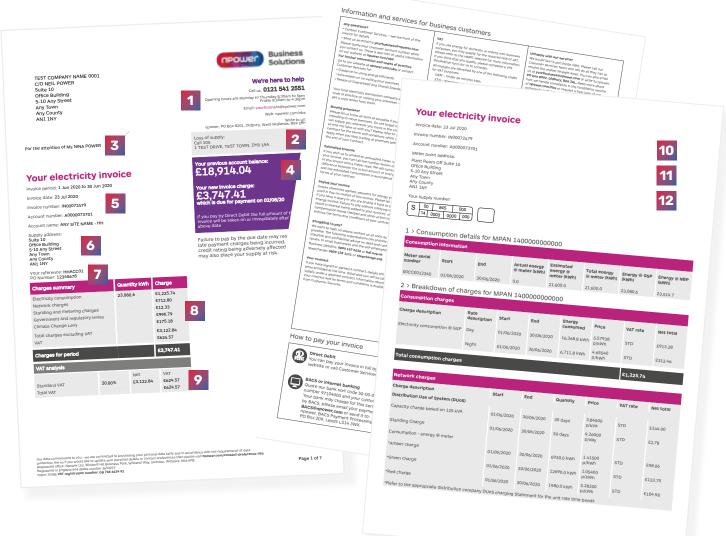


or email us at



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.





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

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

ME MEMBER 2

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



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