



Account enquiries? Call 0845 300 4811
 Mid Market
 Our business hours
 Mon - Fri 08:00 - 17:00
 edfenergy.com/largebusiness
 For power cut or emergency call
 UK Power Networks on
 0800 028 0247

Account number / Invoice Number:
 [REDACTED] / 000001740956

Invoice period: 29 Apr 16 - 07 Jun 16

Invoice issue date: 08 Jun 16

Your ref: N/A

Page 1 of 4

D

Upper Norwood Joint Library
 39-41 Westow Hill
 Upper Norwood
 London
 SE19 1TJ

18203 000730 0003 E 99999



Electricity invoice: £2,897.30

Status: This estimated VAT invoice is now due for payment.

Payment due date: 22 Jun 16

Meter type: Non Half Hourly

Billing Cycle/Payment Terms: Monthly Cheque, 14 days, in line with your Terms and Conditions

Supply address: Upper Norwood Joint Library, Westow Hill, London, SE19 1TJ

Account balance brought forward

Account balance last period	£2,058.93
Payments received	£0.00
Total balance brought forward	£2,058.93

VAT registration number: 523 0412 02

Invoice summary

Supply charges for this period

Consumption charges for this period	£588.18
Fixed charges	£41.17
Total supply charges for this period =	£629.35
Total transmission and agent charges for this period	£8.20
Total LPI for this period	£43.57
Total Climate Change Levy	£19.78
Invoice total (excl. VAT)	£700.90
VAT on £687.33 at 20%	£137.47
VAT on £13.57 at 0%	£0.00
VAT total =	£137.47
Invoice total for this period (incl. VAT)	£838.37
Total balance brought forward	£2,058.93

Total to pay (incl. VAT) £2,897.30

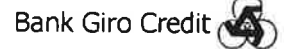
Payment Due Notice

Please note that if there is a balance due detailed above, and the payment is not received by the due date quoted, you may incur late payment interest charges. These are detailed in the "Our Charges" section within your Terms and Conditions.

PO: 220300016747
 DOI: D14732.621280
 Supplier no: 532060
 Site: PL3 5XQ



Payment Slip



155

24

Reference (customer account number)

Credit account number

Amount Due
 (No fee payable at PO Counter)

£2,897.30

Signature

Date

CHEQUE ACCEPTABLE at PO Counter

Cash

Cheque

Cashier's stamp and Initials

EDF Energy Customers plc
 HSBC Bank plc
 Head Office Collection Account

Please do not write or mark below this line
 Do not fold this payment slip

4226000002 000017409568 +0002897305

4226000003 V4241430971 91 X

How to pay



Direct Debit

Direct Debit is an efficient and convenient way to pay your bill. If you would like to pay by Direct Debit, download the Direct Debit Instruction (DDI) from the website at www.edfenergy.com/billing. Fill this in and send it to: **EDF Energy, B2B Revenue Management, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT.**

BACS or CHAPS

You can transfer money straight into our account either by BACS (Bankers Automated Clearing System) or CHAPS (Clearing House Automated Payment System). Our account details are as follows.

Account name: **EDF Energy Customers plc**

Sort code:

Account number:

Bank: **HSBC Bank plc, 60 Queen Street, London, EC4N 4TR.**

If you want to pay by BACS or CHAPS, you need to arrange this through your bank. Once you have arranged the transfer, let us know by sending an email to mcpp@edfenergy.com or sending a fax to **01752 762632**. Your email or fax must quote your 10-digit EDF Energy account number shown on the front of this bill.

Debit card or credit card

To pay by debit card or credit card, phone the revenue management team on **0845 3027113**. Please allow 10 working days for your payment to be processed.

At a bank or building society

You can pay by cash or cheque at a bank or building society. Cheques should be made out to **EDF Energy Customers plc** and write your EDF Energy account number on the back. Allow 10 working days for the payment to reach us. Please note, you may have to pay a fee at some banks and building societies.

Post (cheque only)

Please make your cheque out to **EDF Energy Customers plc** and write your EDF Energy account number on the back of it. Send the cheque to us with the payment slip below. You must write your cheque number on the back of the payment slip. Send the cheque and slip to: **Payment Processing Centre, PO Box 62, Plymouth, PL3 5YS**. Please allow 7 working days for the payment to be processed.

At the post office – cash or cheque

Please take this bill and your payment to any post office. Make cheques out to Post Office Ltd and write your EDF Energy account number on the back of it. You will need to allow 5 working days for the payment to reach us.

Contacting us

Do you have any questions about your bill?

If you would like a full explanation of how your bill is calculated, go to the website at www.edfenergy.com/billing. Or you can phone Customer Services on the number shown on the front page of this bill.

All phone calls to and from us may be recorded for monitoring or training purposes.

Your account online

You can also register for our free MyAccount for Large Business service on the website at www.edfenergy.com/myaccount-business. This service lets you check your account information online, give us a meter reading and order your CRC report (if you have to have one).

Making a complaint

If you are not satisfied with the service you have received from us, please let us know. You can call us on **0845 366 3664** (between 8am and 5pm Monday to Friday), write or call into B2B Complaint Investigation Team, EDF Energy, Gadeon House, Grenadier Road, Exeter Business Park, Exeter, EX1 3UT, or send an email to B2Bcomplaintinvestigationteam@edfenergy.com. Our Complaints Handling Procedure is on our website at www.edfenergy.com/complaints. If you would like a free paper copy of the procedure, please contact us.

If, once you have gone through our Complaint Handling Procedure, you are still not satisfied, you can contact Ombudsman Services: Energy for free information, advice and help. They are an independent body with the power to solve disputes between customers and energy companies. For more information and to see if your business qualifies for this service visit the website at www.ombudsman-services.org or phone **0330 440 1624**.

If you're a micro business (see the definition in 'The Small Print' section), the Citizens Advice consumer service can provide free, confidential and impartial advice on consumer issues. Visit the website at www.adviceguide.org.uk or call the Citizens Advice consumer helpline on **08454 04 05 06**.

Are you moving?

If you're moving premises, the form you will need to fill in and an e-guide to help you do so are on our website at www.edfenergy.com/moving-location. Or you can phone our B2B Movers Team on **0845 301 3530** for more advice. Please have the MPAN or MPR numbers shown on your bill to hand so we can deal with your enquiry.

You will need to give us written notice at least 28 days before you move so that we can produce an accurate final bill.

You will also need to provide a final meter reading and a forwarding address.

Do you need a new supply connection?

To set up a new connection, the form you will need to fill in and an e-guide to help you do so are on our website at www.edfenergy.com/new-connection. Or you can phone us on **0845 366 3666**, or send an email to newsupply@edfenergy.com.

Useful information

For more information on our products and services, go to the website at www.edfenergy.com/largebusiness.

Energy efficiency

We are committed to helping our customers reduce the amount of energy they use. We have a wide range of ways to help you make this happen. These range from simple no-cost measures available on our website, through to allowing our energy specialists to suggest tailored, practical ways to be more energy efficient.

For more information, send an email to energyexperts@edfenergy.com.

Site access

We take the safety of all our customers very seriously. That's why our representatives who visit customers are highly trained and always carry identification. If you'd like more information on our obligations when visiting premises, phone us on **0845 366 3664**.

Electricity and gas theft

Energy theft, carried out by interfering with meters or connections, increases costs to our customers. This means higher bills, which affects everyone. Energy theft is a criminal offence and can be extremely dangerous. If you know someone is stealing electricity or gas, or both, call us on **0845 302 9308** and we'll look into it urgently. Your call will be kept confidential.



Rain English Campaign's Crystal Mark does not apply to the front of this bill.



We fully offset the amount of carbon dioxide used in producing and printing bills by investing in schemes such as renewable energy and sustainable forestry.



This document is fully recyclable. The paper used is made from 50% recycled waste paper and 50% fibre from well-managed natural resources.

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Invoice period: 29 Apr 16 - 07 Jun 16

Invoice issue date: 08 Jun 16

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Page 2 of 4

Electricity invoice detail: period 29 Apr 16 - 07 Jun 16 (40 days)

> Supply Address

Upper Norwood Joint Library, Westow Hill, London, SE19 1TJ

> Contract Information

Contract quote reference	N/A
Price point	CT
Contract type	Deemed
Electricity source	Standard 100%

You are currently being supplied under our Deemed Tariff Contract terms. Whilst on this contract you are free to agree a different contract with us or change supplier, at any time. We offer a variety of contracts with different terms that may be able to provide you with better prices. To see what options are available please contact Account enquiries on the number at the top of this invoice.

> Meter & network information

Voltage	Available capacity
L - Low Voltage	-

> Supply charges

This section contains a breakdown of all charges associated with the physical supply of electricity provided by EDF Energy during this invoicing period.

> Consumption charges

The following charges apply to invoice period: 29 Apr 16 - 07 Jun 16

MPAN	Rate Component	Charge Description	Average Loss Adjustment Factor	Units	Units of measure	Cost (£)
1200051693971	1	Energy Charge 3,539.00 kWh at £0.1662 per kWh	-	3,539.00	kWh	£588.18
Total charge for MPAN						£588.18
Total consumption charges						£588.18

> Fixed charges

The following charges apply to invoice period: 29 Apr 16 - 07 Jun 16

MPAN	Description	Units	Units of measure	Cost (£)
1200051693971	Standing Charge £1.0293 per day	40.00	Days	£41.17
Total charge for MPAN				£41.17
Total fixed charges				£41.17

Total supply charges £629.35

The small print

(Not covered by Crystal Mark)

VAT

Value added tax (VAT) has to be charged on bills to business customers. If you are entitled to VAT relief for domestic or charitable non-business use, you need to fill in a declaration form, which is available on our website.

For more information on VAT relief and the declaration you must make, visit the website at www.HMRC.gov.uk or phone **0845 010 9000**.

Climate Change Levy (CCL)

The Climate Change Levy (CCL) is a tax on the energy used by businesses and the public sector. It aims to encourage businesses to be more energy efficient and reduce waste. Our CCL registration number is: 523 0412 02 0000.

If you are on a renewable energy tariff, we do not charge you CCL. If you do have to pay CCL, when we work out your CCL we take account of any PP11 Supplier Certificate that you have provided.

For more information on CCL, visit the website at www.HMRC.gov.uk.

Micro business

- An annual consumption of electricity of less than 100,000 kWh or
- An annual consumption of gas of less than 293,000 kWh or
- Fewer than the equivalent of ten full time employees and
- An annual turnover or annual balance sheet total not exceeding 2 million Euros

EDF Energy

EDF Energy is a trading name used by EDF Energy Customers plc (a registered company, registration number: 02228297, registered office: 40 Grosvenor Place, London SW1X 7EN, VAT registration number: 523041202).

EDF Energy Customers plc is responsible for meeting the supply obligations for all EDF Energy supply contracts.

Our fuel mix

Every year we must publish details of the fuel sources we use to generate our customers' electricity.

The information in the table below covers our two active supply licences, for EDF Energy Customers plc and British Energy Direct Limited, for the period from April 2014 to March 2015.








Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We

are a major supporter of independent renewable generators.

The figures for UK average fuel mix are provided by the Department of Energy and Climate Change (DECC).

Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on tariffs and product, go to our website at www.edfenergy.com/fuelmix

	 Coal	 Gas	 Nuclear	 Renewable	 Other	 CO ₂ , g/kWh	 Radioactive waste g/kWh
EDF Energy's fuel mix	22.6%	6.1%	54.9%	16.3%	0.1%	229	0.0038
Contribution to our carbon emissions	89.5%	10.1%	0.0%	0.0%	0.4%		
UK average fuel mix	76.7%	29.7%	22.2%	19.3%	2.1%	369	0.0016

For emergencies

Power cuts

Check your trip switch to make sure it's switched on. If it's off, try switching it back on. If the switch moves back to the off position you may have a fault with an appliance or circuit in your property.

Do not touch any fuses or trip switches that show signs of burning or if there is any black tar leaking. If this is the case, or if your trip switch is on but you have no power anywhere in your property then please call the emergency number shown at the top of page 1.



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Invoice period: 29 Apr 16 - 07 Jun 16

Invoice issue date: 08 Jun 16

Your ref: N/A

Page 3 of 4

Electricity invoice detail: period 29 Apr 16 - 07 Jun 16 (40 days)

> Supply Address

Upper Norwood Joint Library, Westow Hill, London, SE19 1TJ

> Transmission and agent charges

This section contains a breakdown of all related transmission and agent charges that are levied onto your electricity supply charges.

> Fixed charges

The following charges apply to invoice period: 29 Apr 16 - 07 Jun 16

MPAN	Description	Units	Cost (£)
1200051693971	NHH Automatic Meter Reading (AMR) Charge at £0.20501 per day	40.00	£8.20
Total charges for MPAN			£8.20
Total fixed charges			£8.20
Total transmission and agent charges			£8.20

> Read history

Please note some of the meter readings in the invoice relating to meter number/MPAN 1200051693971 are subject to a meter register multiplier of (1.0). In these cases the consumption charges will reflect the multiplier value to which has been applied to the readings.

MPAN & Meter serial no.	Power factor	Meter reg.	Time of use	Start Register		End Register		Units (kW/kVA)	Units (kVArh)	Units (kWh)
				Date	Read	Date	Read			
1200051693971 K12A005845	1.0000	01	Single Rate	28 Apr 16	a 60,260	07 Jun 16	a 63,161	-	-	2,901.00
			- All Day							
			Every Day	28 Apr 16	a 16,894	07 Jun 16	a 17,532	-	-	638.00
			- All Day							
			Single Rate	28 Apr 16	a 23,713	07 Jun 16	a 23,713	-	-	-
			- All Day							
			Every Day	28 Apr 16	a 3,194	07 Jun 16	a 3,194	-	-	-
			- All Day							
			Single Rate	28 Apr 16	a 3,128	07 Jun 16	a 3,128	-	-	-
			- All Day							
Every Day	28 Apr 16	e -	07 Jun 16	e 38,228	38,228.00	-	-			
MD (kW)										
Every Day	28 Apr 16	e -	07 Jun 16	e 38,514	38,514.00	-	-			
MD (kVA)										
Every Day	28 Apr 16	e -	07 Jun 16	e -	-	-	-			
MPAN sub total								38,228.00	-	3,539.00

How to pay



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Account number: **[REDACTED]**

Bank: **HSBC Bank plc, 60 Queen Street, London, EC4N 4TR.**

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If, once you have gone through our Complaint Handling Procedure, you are still not satisfied, you can contact Ombudsman Services: Energy for free information, advice and help. They are an independent body with the power to solve disputes between customers and energy companies. For more information and to see if your business qualifies for this service visit the website at www.ombudsman-services.org or phone **0330 440 1624**.

If you're a micro business (see the definition in 'The Small Print' section), the Citizens Advice consumer service can provide free, confidential and impartial advice on consumer issues. Visit the website at www.adviceguide.org.uk or call the Citizens Advice consumer helpline on **08454 04 05 06**.

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Site access

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Electricity invoice detail: period 29 Apr 16 - 07 Jun 16 (40 days)

> **Supply Address**

Upper Norwood Joint Library, Westow Hill, London, SE19 1TJ

> **Read history**

...continued

Total units 38,228.00 - 3,539.00

a = actual reading e = estimate reading c = customer reading REAP = reactive power MD = maximum demand

> **Charges and adjustments**

> **Late payment interest**

Invoice no	LPI charge description	Charge excl. VAT
000001390742	LPI rate: 0.0192% (30/04/2016-08/06/2016)(40 days)	£4.13
000001494988	LPI rate: 0.0192% (30/04/2016-08/06/2016)(40 days)	£6.16
000001599475	LPI rate: 0.0192% (14/05/2016-27/05/2016)(14 days)	£1.77
000001599475	LPI rate: 0.0192% (28/05/2016-08/06/2016)(12 days)	£1.51
000001599475	Late Payment Admin Fee	£30.00
Total LPI charges		£43.57

> **CCL charges detail**

Charge element	Charge excl. VAT
MPAN 1200051693971 - CCL on 3,539 kWh @ £0.00559 per kWh	£19.78
Total CCL	£19.78

Total charges and adjustments £63.35

Distribution Network Operator details

UK Power Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AA

EDF Energy reserves the right to use unclaimed credit balances within your account portfolio to clear unpaid overdue balances.

> **MPANS**

S	06	008	404
	12	0005	1693 971

The small print

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Micro business

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- An annual consumption of gas of less than 293,000 kWh **or**
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The figures for UK average fuel mix are provided by the Department of Energy and Climate Change (DECC).

Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on tariffs and product, go to our website at www.edfenergy.com/fuelmix

	 Coal	 Gas	 Nuclear	 Renewable	 Other	 CO ₂ , g/kWh	 Radioactive waste g/kWh
EDF Energy's fuel mix	22.6%	6.1%	54.9%	16.3%	0.1%	229	0.0038
Contribution to our carbon emissions	89.5%	10.1%	0.0%	0.0%	0.4%		
UK average fuel mix	26.7%	29.7%	22.2%	19.3%	2.1%	369	0.0016

For emergencies

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