



Account enquiries? Call 0845 366 3664  
Customer Services  
Our business hours  
Mon - Fri 08:00 - 17:00  
edfenergy.com/largebusiness  
For power cut or emergency call  
Western Power Distribution on 0800  
6783 105

Account number / Invoice number:  
2068210000 / 000001838919

Invoice period: 01 Jun 16 - 30 Jun 16

Invoice issue date: 05 Jul 16

Your ref: N/A

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## Electricity invoice

### Child account report: £1,914.17

**Status:** This is not a VAT invoice - please pay consolidated VAT invoice  
000001838942 (consolidated account 8246753115)

**Meter Type:** Half Hourly

**Supply Address:** Retford Enterprise Centre, Randall Way, Retford, Notts, DN22  
7GR

### Child account report summary

#### Supply charges for this period

Consumption charges for this period	£1,328.01
Fixed charges	£22.24
<b>Total supply charges for this period =</b>	<b>£1,350.25</b>
Total distribution charges from this period	£92.35
Total transmission and agent charges for this period	£21.16
Total reconciliation charges	£2.10
Total additional charges and adjustments for this period	£43.98
Total Climate Change Levy	£85.31
<b>Invoice total (excl. VAT)</b>	<b>£1,595.15</b>
VAT on £1,595.15 at 20%	£319.02
<b>VAT total =</b>	<b>£319.02</b>
<b>Invoice total for this period (incl. VAT)</b>	<b>£1,914.17</b>
<b>Total transferred to parent account (incl. VAT)</b>	<b>£1,914.17</b>

VAT registration number: 523 0412 02

13/22

Received in BDC	Dispute resolved date	Yr		
		Amount	VAT	
To Finance by				
Order No.				
Goods Recd				
Invoice check				
Authorising signature	Total VAT			
	Invoice amount			

## 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](http://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: **40-05-30**

Account number: **44151844**

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](mailto: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?

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

### Your account online

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### 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](mailto:B2Bcomplaintinvestigationteam@edfenergy.com). Our Complaints Handling Procedure is on our website at [www.edfenergy.com/complaints](http://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 Complaints 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](http://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](http://www.adviceguide.org.uk) or call the Citizens Advice consumer helpline on **08454 04 05 06**.

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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](http://www.edfenergy.com/new-connection). Or you can phone us on **0845 366 3666**, or send an email to [newsupply@edfenergy.com](mailto:newsupply@edfenergy.com).

## Useful information

For more information on our products and services, go to the website at [www.edfenergy.com/largebusiness](http://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](mailto:energyexperts@edfenergy.com).

### Site access

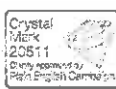
We take the safety of all our customers very seriously. That's why our representatives who visit customers are highly trained and always carry identification. If you'd like more information on our obligations when visiting premises, phone us on **0845 366 3664**.

### 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.



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Fair 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 this bill by investing in schemes such as renewable energy and sustainable forestry.



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**Electricity Invoice Details:** Child Account Report Period 01 Jun 16 - 30 Jun 16 (30 days)

**> Supply address**

Retford Enterprise Centre, Randall Way, Retford, Notts, DN22 7GR

**> Contract Information**

Contract quote reference	Q_129826
Contract start date	01 Oct 15
Price point	CT
Contract type	Flex
Electricity source	Standard 100%

Please contact your Framework Provider to find out when you can agree a different contract with us, or switch supplier. If you need details of your Framework Provider please call your Relationship Manager whose details can be found on the top of this bill.

**> Meter & network information**

Voltage	Available capacity
L - Low Voltage	130.00

**> 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: 01 Jun 16 - 30 Jun 16

MPAN	Rate Component	Charge Description	Average Loss Adjustment Factor	Units	Units of measure	Cost (£)
1160001233352	1	Energy Charge 12,158.80 kWh at £0.092492 per kWh (Day)		12,158.80	kWh	£1,124.59
	2	Energy Charge 3,101.60 kWh at £0.065585 per kWh (Night)		3,101.60	kWh	£203.42
	3	Demand Charge 44.40 at £0.00 per kW		44.40	kW	£0.00
Total charge for MPAN						£1,328.01
Total consumption charges						£1,328.01

**> Fixed charges**

The following charges apply to invoice period: 01 Jun 16 - 30 Jun 16

MPAN	Description	Units	Units of measure	Cost (£)
1160001233352	Standing Charge £0.741224 per day	30	Days	£22.24
Total charge for MPAN				£22.24
Total fixed charges				£22.24

## 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](http://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.

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### 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](http://www.edfenergy.com/fuelmix)

	 Coal	 Gas	 Nuclear	 Renewable	 Other	 CO <sub>2</sub> , 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

### 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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**Electricity Invoice Details:** Child Account Report Period 01 Jun 16 - 30 Jun 16 (30 days)

**> Supply address**

Retford Enterprise Centre, Randall Way, Retford, Notts, DN22 7GR

**Total supply charges £1,350.25**

**> Distribution charges**

This section contains a breakdown of all related industry and third party charges that are levied onto your electricity supply charges.

**> Fixed charges**

The following charges apply to invoice period: 01 Jun 16 - 30 Jun 16

Description	Units	Units of measure	Cost (£)
Availability Charge at £0.7104 per kVA	130.00		£92.35

**These Fixed Charges apply to MPAN 1160001233352**

**Total fixed charges £92.35**

**Total distribution charges £92.35**

**> 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: 01 Jun 16 - 30 Jun 16

MPAN	Description	Units	Cost (£)
1160001233352	Data Collection (DC/DA) Agent Charge at £0.6821918 per day	30.00	£20.47
	Settlement Agency Charge at £0.02302 per day	30.00	£0.69
<b>Total charges for MPAN</b>			<b>£21.16</b>

**Total fixed charges £21.16**

**Total transmission and agent charges £21.16**

**> Reconciliation**

This section contains a breakdown of flex and ad hoc reconciliation adjustments applied to invoice

Reconciliation type Flex Reconciliation

MPAN	Period	Description	Cost (£)
1160001233352	01 Jun 16 - 30 Jun 16	Contract Management Charges	£2.10
<b>Total reconciliation amount</b>			<b>£2.10</b>

## How to pay



### Direct Debit

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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](http://www.ombudsman-services.org) or phone **0330 440 1624**.

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Best Energy Company  
Climate Change  
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**Electricity Invoice Details:** Child Account Report Period 01 Jun 16 - 30 Jun 16 (30 days)

› **Supply address**

Retford Enterprise Centre, Randall Way, Retford, Notts, DN22 7GR

**Total reconciliation due £2.10**

› **Power information summary**

MPAN	Power factor	Meter reg.	Time of use	Units (kVA)	Units (kW)	Units (kVArh)	Units (kWh)
1160001233352	1.000000	HH	Day	-	-	-	a12,158.80
		HH	Night	-	-	-	a3,101.60
	-----	MD	09 Jun 16 14:00:00	a44.40	-	-	-
	-----	MD	09 Jun 16 14:00:00	-	a44.40	-	-
	-----	RI	-	-	-	-	-
	-----	REAP	-	-	-	-	-
	-----	MPAN sub total		44.40	44.40	-	15,260.40
Total units			44.40	44.40	-	15,260.40	

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

› **Charges and adjustments**

› **Additional service charges**

MPAN(if charged at MPAN level)	Charge element	Charge excl. VAT
-	Direct Debit Penalty Applied	£2.77
-	Direct Debit Penalty Applied	£41.21
<b>Total additional service charges</b>		<b>£43.98</b>

› **CCL charges detail**

Charge element	Charge excl. VAT
MPAN 1160001233352 - CCL on 15,260.4 kWh @ £0.00559 per kWh	£85.31
<b>Total CCL</b>	<b>£85.31</b>

**Total charges and adjustments £129.29**

**Distribution Network Operator details**

Information Centre, Western Power Distribution, Avonbank, Feeder Road, Bristol, BS2 0TB

## The small print

(Not covered by Crystal Mark)

### VAT

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	Coal	Gas	Nuclear	Renewable	Other	CO <sub>2</sub> 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	25.7%	29.7%	22.2%	19.3%	2.1%	369	0.0016

## For emergencies

### Power cuts

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Crystal Mark does not apply to the front of this bill.



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



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Payment Processing Centre  
PO Box 62  
Plymouth  
PL3 5AG





Account enquiries? Call 0845 366 3664  
Customer Services  
Our business hours  
Mon - Fri 08:00 - 17:00  
[edfenergy.com/largebusiness](http://edfenergy.com/largebusiness)  
For power cut or emergency call  
Western Power Distribution on 0800  
6783 105

Account number / Invoice number:  
2068210000 / 000001838919

Invoice period: 01 Jun 16 - 30 Jun 16

Invoice issue date: 05 Jul 16

Your ref: N/A

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 **Electricity Invoice Details:** Child Account Report Period 01 Jun 16 - 30 Jun 16 (30 days)

› **Supply address**

Retford Enterprise Centre, Randall Way, Retford, Notts, DN22 7GR

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## 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](http://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: **40-05-30**

Account number: **44151844**

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](mailto: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 5AG**. 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](http://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](http://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](mailto:B2Bcomplaintinvestigationteam@edfenergy.com). Our Complaints Handling Procedure is on our website at [www.edfenergy.com/complaints](http://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](http://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](http://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](http://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](http://www.edfenergy.com/new-connection). Or you can phone us on **0845 366 3666**, or send an email to [newsupply@edfenergy.com](mailto:newsupply@edfenergy.com).

## Useful information

For more information on our products and services, go to the website at [www.edfenergy.com/largebusiness](http://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](mailto: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.



New English Consumer Capital Markets apply to the front of the bill



We fully offset the amount of carbon dioxide used for production and printing fully by investing in schemes which are renewable energy and sustainable forestry.



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