

Emergency?
Powercut?
0845 770 8090 (24hrs)

B
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Contact us (8am – 6pm weekdays)

0843 227 2377

Please have your meter reading ready when you call
Calls may be recorded for training and verification purposes

www.opusenergy.com

Manage your account online:
Go to **www.myopusenergyaccount.com**

Mr Baker
T Baker T/A Ride Ride
Unit 4 Northbrook Industrial Estate
Vincent Avenue
Southampton
SO16 6PB

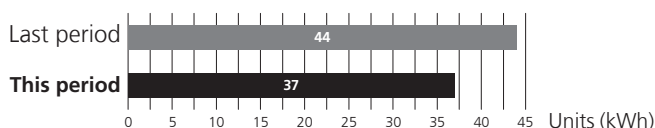
Your electricity invoice

For the period 24 April 2013 to 23 May 2013

What to do now...

Your Direct Debit of **£158.28**
will be collected on or immediately after
9 June 2013

Your average daily electricity usage



Your usage graph may change due to factors such as estimated reads or seasonality.

Your electricity supply number

S	03	801	126
20	0002	2863	420

Your electricity distributor is: Southern Electricity

Account reference: 509802

Invoice number:	15841204
Invoice date:	24 May 2013
Site number:	507704
Site reference:	Ride Ride
Supply address:	Unit 4 Northbrook Industrial Estate Vincent Avenue Southampton SO16 6PB

Your account:

Balance brought forward: £184.85

Payments received:
DD receipt 9.5.2013 - thank you £184.85

Balance before this invoice: £0.00

This invoice:

Electricity used this period: £150.74

VAT @ 5.0%: £7.54

Your invoice total: £158.28

Your new account balance: £158.28

e We estimated your meter reading
this time, turn over for details →

Opus Energy Limited, Company reg no 4382246, VAT No 818 2900 29
Registered address: Lambourne House, 311-321 Banbury Road, Oxford, OX2 7JH

Did you know?

Opus Energy only supplies its gas and electricity to UK businesses, which means we can focus our time keeping our customers happy.

To switch both your supplies to Opus Energy call **0843 2272357** for a competitive quote.



You are saving 7.5% by paying by Direct Debit.

This invoice is for information purposes only. **£158.28** will be collected by Direct Debit on or immediately after **9 June 2013**

✉ Customer Services Department
Opus Energy Limited
Royal Pavilion
2 Summerhouse Road
Northampton
NN3 6BJ

☎ 0843 227 2377

📞 0845 223 5445

✉ contactus@opusenergy.com

🌐 www.opusenergy.com

For complaints:

If you have experienced a problem with your account or feel that some element of our service is not up to scratch, please get in contact so that we can put it right:

☎ 0800 630 0841 ✉ customercare@opusenergy.com

✉ or write to us at the address on the left

Once you have raised a complaint a Customer Care Representative will contact you within five working days and a thorough investigation into the circumstances of your complaint will be carried out. If after this you are not completely satisfied or would like the decision reviewed, please contact the Operations Director who will respond to you within a further five working days:

☎ 0800 997 8730

✉ operationsdirector@opusenergy.com

✉ Royal Pavilion, 2 Summerhouse Road,
Northampton, NN3 6BJ

For free, independent, confidential and impartial advice on consumer issues you may find it helpful to contact the Citizens Advice consumer service:

☎ 0845 404 0506 🌐 www.adviceguide.org.uk

If you are still dissatisfied, and your business is classified as a micro-business, you can contact the Ombudsman Services: Energy:

☎ 0330 440 1624

🌐 www.ombudsman-services.org/energy.html

☎ 0330 440 1600

✉ PO Box 966, Warrington, WA4 9DF

Please note that you may be referred back to us by The Ombudsman if you have not escalated your complaint via the procedure detailed above.

Electricity used this period

Invoice ID 15841204

	Read Date	Type	Reading	Units	Multiplier	Price	Cost	
Meter serial number: E11BG34240								
Unit Rate	23.04.13	Estimate - start read	6431					
Unit Rate	01.05.13	Actual	7096	665 kWh	1	12.877p per kWh	£85.63	
Unit Rate	23.05.13	Estimate	7558	462 kWh	1	12.877p per kWh	£59.49	
Standing Charge	24.04.13 to 23.05.13		30 days			18.720p per day	£5.62	
			Total excluding VAT					£150.74
			VAT @ 5.0%					£7.54
			Total including VAT					£158.28

e Why have we estimated some meter readings?

We aim to read your meter at least once every six months and we use this actual reading to estimate your usage across the billing period. You can submit accurate meter readings through our website, over the phone, or:

email: customerreads@opusenergy.com **text:** 07781 482 755

Please include your company name, the site number on your invoice, the date of the reading and your meter serial number.