





Page **1** of **2**



0843 227 2377

Contact us (8am - 6pm weekdays)

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

www.opusenergy.com

Account reference:

Your account:

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

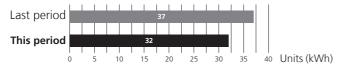
Your electricity invoice

For the period 24 May 2013 to 23 June 2013

What to do now...

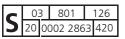
Your Direct Debit of £142.92 will be collected on or immediately after 9 July 2013

Your average daily electricity usage



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

Your electricity supply number



Your electricity distributor is: Southern Electricity

Account refere	JIICC: 303002
Invoice number:	15926706
Invoice date:	24 June 2013
Site number:	507704
Site reference:	Ride Ride
Supply address:	Unit 4 Northbrook Industrial Estate Vincent Avenue Southampton SO16 6PB

509802

Payments received:						
Balance brought forward: £15	8.28					

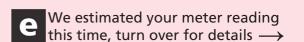
DD receipt 10.6.2013 - thank you £158.28 Balance before this invoice: £0.00

inis invoice:	
Electricity used this period:	£136.11

VAT @ 5.0%: £6.81

Your invoice total: £142.92

£142.92 Your new account balance:



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

Why not switch your gas to Opus Energy?

Opus Energy can also supply gas to your business. You will benefit from the same high quality service and accurate monthly billing.

Visit www.opusenergy.com or call 0843 2272357 for a competitive quote.



You are saving 7.5% by paying by Direct Debit.

Moving premises? Questions? Problems paying your invoice?

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

🖳 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

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

or write to us at the address on the left

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:

((3) 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 $\mbox{Ombudsman}\,\mbox{if}$ you have not escalated your complaint via the procedure detailed above

Electricity used this period

15926706 **Invoice ID**

	Read Date	Туре	Reading	Units	Multiplier	Price	Cost
Meter serial number: E11BG34240					•		
Unit Rate	23.05.13	Estimate - start read	7558				
Unit Rate	01.06.13	Actual	8077	519 kWh	1	12.877p per kWh	£66.83
Unit Rate	23.06.13	Estimate	8570	493 kWh	1	12.877p per kWh	£63.48
Standing Charge	24.05.13 to 23.06.13			31 days		18.720p per day	£5.80
		Total excluding VAT					£136.11
			VAT @ 5.0%				£6.81
Why have we estimated some meter readings?			Total inc	cluding VAT			£142.92



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.