



**Emergency?**  
**Powercut?**  
**0845 770 8090 (24hrs)**

**B**  
Page 1 of 2

**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

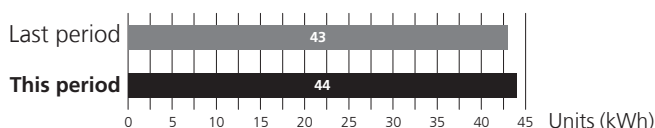
## Your electricity invoice

For the period 25 March 2013 to 23 April 2013

### What to do now...

Your Direct Debit of **£184.85**  
will be collected on or immediately after  
**9 May 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**

<b>Invoice number:</b>	15751970
<b>Invoice date:</b>	24 April 2013
<b>Site number:</b>	507704
<b>Site reference:</b>	Ride Ride
<b>Supply address:</b>	Unit 4 Northbrook Industrial Estate Vincent Avenue Southampton SO16 6PB

### Your account:

Balance brought forward: £184.67

### Payments received:

DD receipt 9.4.2013 - thank you £184.67

**Balance before this invoice:** £0.00

### This invoice:

**Electricity used this period: £176.05**

VAT @ 5.0%: £8.80

**Your invoice total: £184.85**

**Your new account balance: £184.85**



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 uses only UK based call centres and doesn't use call routing systems which delay you speaking to a Customer Service Agent.


We aim to answer all calls within 30 seconds.





**You are saving 7.5% by paying by Direct Debit.**


This invoice is for information purposes only. **£184.85** will be collected by Direct Debit on or immediately after **9 May 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 15751970

	Read Date	Type	Reading	Units	Multiplier	Price	Cost
Meter serial number: <b>E11BG34240</b>							
Unit Rate	24.03.13	Estimate - start read	5094				
Unit Rate	31.03.13	Actual	5996	902 kWh	1	12.690p per kWh	£114.50
Unit Rate	23.04.13	Estimate	6431	435 kWh	1	12.877p per kWh	£55.98
<b>Standing Charge</b>	25.03.13 to 31.03.13			7 days		18.000p per day	£1.26
<b>Standing Charge</b>	01.04.13 to 23.04.13			23 days		18.720p per day	£4.31
<b>Total excluding VAT</b>							<b>£176.05</b>
VAT @ 5.0%							£8.80
<b>Total including VAT</b>							<b>£184.85</b>



Why have we estimated some meter readings?



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.