



## An explanation of your invoice

### General:

Page 1 of the invoice provides you with a quick summary of the main items in the annual settlement. In particular, these are the settlement period, the invoice sum, payments made, the new instalments derived from these and the dates on which they are due. All the data relevant for determining the invoice sum are listed on the following pages. This calculation statement contains a technical part showing the meter data, and a commercial part (basis of calculation), so that you are able to see how each item in the invoice sum has been established.

### Annual statement of account, page 1 (overview)

#### 1 Customer no.

The customer no. is the most important identification feature. We can process your enquiries more quickly if you provide it during calls and in correspondence. If it is not entered, or wrongly entered, on your money transfer form, for example, we cannot identify your payment and your account cannot be settled. This could lead to measures that could involve costs and, in extreme cases, cutting off the supply. **So please always provide us with the correct and complete customer no. when you phone us or write to us – and particularly when you pay us.**

#### 2 Settlement period

This is the total time period covered by your annual statement. The beginning and end dates are identical with the old and new meter-reading dates you can find in the technical portion of the calculation details.

#### 3 Invoice information

The most important invoice results are presented here. At a glance, you can see what types of energy we provide you with (heat and/or hot water). In the line marked 'Invoice Amount' [Rechnungsbetrag] you can see at the far right what charges your energy consumption has caused. The amount you have already paid by way of advance payments (payments made for energy consumption) will be offset against this amount. This generates either a remaining amount payable or a credit. Last entry date: we entered the last incoming payment on this date. This will enable you to assess whether we have been able to factor in your last payment or not.

#### 4 Posting and payment information

If you pay the invoice and advance-payment amounts via bank transfer, we take this opportunity to remind you that we expect the incoming payment to our demands at the latest by the due date stated here. If you have provided us with a direct-debit mandate (this is already the case for approx. 80 percent of our customers), we inform you here of the bank and account from which the invoice or advance-payment amount will be debited on the due date. For reasons of data protection, only the last four digits of the account no. are shown here. Please review this information. You have two weeks from receipt of the invoice in which to have these data corrected. We will of course transfer any credit to your account at short notice, or if we have no account details for you we kindly request that you provide us with them.

#### 5 Advance-payment information

Here, you can see the amount of your future monthly advance-payment.

**mainova**

Minova Postfach 20 01 54 · D-60605 Frankfurt am Main

Max Mustermann  
Gederner Str. 99  
60435 Frankfurt

Mainova Aktiengesellschaft  
Postfach 20 01 54  
60605 Frankfurt am Main  
ServiceLine 0800 11 444 88  
ServiceFax 0800 11 555 88  
ServiceMail service@mainova.de  
ServiceCenter Seifenstraße 30  
Internet www.mainova.de

Datum: 01.03.2012

Verbrauchsstelle : Gederner Str. 99,  
60435 Frankfurt  
Zusatzinformation: 2. Stock rechts

**Jahresrechnung**  
Kunden-Nr.: P 2000 0000 000  
(Bitte stets angeben)  
Rechnungs-Nr.: 461 911 111

Sehr geehrte Kundin, sehr geehrter Kunde,

herzlichen Dank für Ihr Vertrauen in uns, dem regionalen Energie- und Wasserversorger im Rhein-Main-Gebiet. Für die Zeit vom 01.12.2010 bis 30.11.2011 ergeben sich folgende Rechnungsbeträge:

Versorgungsart	Netto (EUR)	MwSt (EUR)	Brutto (EUR)
Wärme	1.406,17	267,17	1.673,34
Auf Energieverbrauch geleistete Zahlungen: (letzte Buchungstag 17.10.2011)	-1.220,12	-231,88	-1.452,00
<b>Rechnungsbetrag, fällig am 15.03.2012</b>			<b>221,34</b>

Den Rechnungsbetrag sowie die Abschläge werden wir zu den entsprechenden Fälligkeitsterminen von Ihrem Konto Nr. xxxxxxxx450 (aus Datenschutzgründen nicht vollständig dargestellt) bei der ING-DiBa (BLZ: 50010517) einziehen.

Einzelheiten zur jeweiligen Betragsermittlung entnehmen Sie bitte den beigefügten Berechnungsnachweisen.

Aus Ihrem Jahresverbrauch ergeben sich neue Abschlagszahlungen in Höhe von 132,00 EUR, die wir auf dem Folgeblatt aufgelistet haben.

Freundliche Grüße  
Mainova Aktiengesellschaft

Mainova Aktiengesellschaft · Eisenstraße 30 · D-60605 Frankfurt am Main  
Vorstand: Dr. Gert Heilmann, Vorsitz: Dr. Gert Heilmann, Dr. Gert Heilmann, Dr. Gert Heilmann, Dr. Gert Heilmann  
Stb. der Aktiengesellschaft: Frankfurt am Main · Amtsgericht Frankfurt 1488 1173 · Ust-ID-Nr. DE 114184334  
Landesbank Hessen-Niederrhein-Gesellschaft, AG, Nr. 14 198 020 (BLZ 250 900 00) · IBAN: DE 71 500 000 000 1484 8000 · SWIFT-BIC: HELADEF3  
Seite: 1(6)

Annual statement, page 1 (overview)