

Activity 8 – Customer Invoices – Trainer Brief

Brief – 20 minutes

Hand out copies of a SME Bill and a Domestic Bill ask the group to look for the information we have covered so far on these bills. Also ask them to make a note of the differences between these bills.

De-brief – 15 minutes

Ask the whole group to give details of what they found on the bills, Trainer to populate a master list on whiteboard / flipchart.

Ensure they have found

- MPAN / MPR
- Meter Readings
- Serial Number
- Customer Name
- Amount Due
- Direct Debit Amount
- Climate Change Levy
- Unit Costs
- Any payments made
- EAC / AQ