



**Business
Solutions**

An **RWE** company

Starbucks Coffee Co (Uk) Ltd
4 Chiswick Park
566 Chiswick High Road
London
W4 5YE

Call us: **07384 807288**

We're open Mon - Thu 8:30am - 5:30pm / Fri 8:30am - 5pm

Email: **starbucks@npower.com**
Web: **npower.com/nbs**

Write to us:

npower, PO Box 8201, Oldbury, West Midlands, B69 2RH

**Loss of Supply
Call 105**
UK Power Networks, Customer Care, Fore
Hamlet, Ipswich, Suffolk, IP3 8AA



Your electricity invoice

Bill period: 01 April 2019 - 30 April 2019

Invoice date: **09 May 2019**

Invoice number: **LGWB8469**

Customer account number: **F32022HV**

Contract number: **657849**

Site ref name: **12096**

Supply address: 12096 Bluewater U007, Unit 007, Bluewater, Upper Rose Gallery, DA9 9SS

Charges for period

£981.89

which is due for payment
on or before **06 June 2019**

This document is for information only.
No payment is due.

1 > Consumption details

MPAN: **1900091232023**

Meter number: **214599812**

Rate Type	Previous reading	Present reading	Units used	Constant	Total (KWh)	VAT	Your supply number
All Day	31-Mar-2019 330174.3 A	30-Apr-2019 336405.3 E	6231	1.00	6231.00	STD	S 03 801 320 19 0009 1232 023

Meter reading key applies

- E - Estimated
- A - Actual
- I - Initial
- F - Final
- C - Customer own read

This invoice is estimated as we have not received an up-to-date meter read from your premises.

Please e-mail customer.own.reads@npower.com with your meter read or call us on the number above. You can also sign up to our online service, My Account Online, which allows you to submit meter reads and download your invoices online. Please visit [business.npower.com/myaccount/eRegister1.aspx](http://npower.com/myaccount/eRegister1.aspx) to register. Providing regular meter reads allows us to send you more accurate invoices that reflect your actual consumption.

> Information and services for business customers

Information for business customers

Please visit npower.com or contact Customer Services using the details on the front of this invoice for information on our services including:

- Visiting your premises
- Details of our Guaranteed and Overall Standards of Service

Your local electricity distribution company also has a code of practice on visiting your premises - you can request a copy direct from them.

Enquiries

Enquiries regarding your invoice should be made to Customer Services using the details overleaf. If there is a credit balance on your account, please contact us at your earliest convenience to arrange a refund. Credit notes can only be refunded if the original invoice(s) have been paid. Please also contact us if you would like to provide a meter reading - this could alter your balance.

Estimated bills

If you wish us to amend an estimated meter read on your invoice, you can call the number shown on the front of this invoice with a meter read. We'll correct any difference between the actual amount of energy used and the estimated consumption, either immediately or when your next invoice is due, depending on the size of the variance.

Moving premises?

If you're on a fixed-term contract, please check the conditions of your contract for the period of notice you must give us. If you're on other contract terms, you should tell us at least two working days before you move, otherwise you'll have to pay for energy used up to:

- the second working day after you contact us, or
- the date of the next meter reading, or
- the date from which the next occupier begins to take a supply under a contract at the premises,

whichever comes first. 'Working day' does not include weekends or bank holidays.

Don't forget npower can supply you wherever you move in the country, so why not take us with you? Please call us for further information.

Payment conditions

Unless otherwise agreed, payment is due on receipt of this invoice for the energy you have used.

Please let us know if you have a query or are experiencing problems paying your energy invoices. Failure to pay without notifying us may result in interest being added to your account and other action to enforce the terms and conditions of your contract.

Struggling to pay?

We want to help, so please contact us as soon as possible. The following organisations can provide free, impartial and confidential advice on debt and cash-flow issues, to small businesses and the self employed:

Business Debtline: 0800 197 6026 or bdl.org.uk
StepChange: 0800 138 1111 or stepchange.org

> How to pay your bill



By Direct Debit

If you pay by Direct Debit no further action is required. The amount due will be debited from your account automatically on or immediately after the due date.

If you would like to pay by Direct Debit please contact us on the number overleaf.

Conditions of Supply

We supply your electricity under our Conditions of Supply. If you have signed or agreed a contract, or are bound by a deemed contract, details will have been provided at the time of contract set-up or when we were notified you moved into your premises. Information about your contract and copies of the Conditions are available from Customer Services.

VAT Declaration Certificates and Climate Change Levy (CCL)

As a business customer, if you want to declare that a percentage of your energy is used for domestic, charitable, or diplomatic purposes - or there is a change in your circumstances which affects your declaration and the VAT you pay - please contact Customer Services. Climate Change Levy (CCL) may be applied to your account as a result of current legislation. Where CCL has been shown, this invoice will constitute a CCL accounting document.

VAT

If part of your electricity supply qualifies for VAT reduction (i.e. domestic, residential or non-business charitable use), you should complete a certificate declaring the qualifying percentage. You must provide a revised certificate if there is any change in your circumstances which would affect the qualifying percentage.

All charges are identified by one of the following codes for VAT purposes.

DEM	- Under de minimis kWh
DFR	- Domestic Fuel Rate
DOM	- Composite Rate
EXP	- Exempt
OUT	- Outside the Scope
STD	- Standard Rate
ZER	- Zero Rate

Third party and industry charges

Future Feed in Tariff, Renewable Obligation, Capacity Mechanism and Contracts for Difference rates and reconciliation information will appear on the Third Party and Industry Charges webpage at npower.com/business-solutions/your-account/billing/charges – so please visit our website regularly to keep up to date with any changes or updates.

Access to your meter

We need access to read your meter, so if you are aware of any access difficulties then please call us on the number overleaf and let us know.

Suspected meter interference

Meter interference is dangerous and increases costs for customers and industry alike. Should you suspect interference with any metering system, please either contact us urgently on the number overleaf, or Crimestoppers on 0800 023 2777 or visit www.stayenergysafe.co.uk

Green Deal advice

You can obtain impartial advice and information about any Green Deal plan(s) by contacting the Energy Savings Advice Service quoting your Green Deal plan number(s). You can call them on 0300 123 1234 or get in touch via their website gov.uk/greendeal

Energy efficiency

For advice on using energy efficiently, please visit npower.com/business/save-energy

Our commitment to you

Unhappy with your service? Please give us the opportunity to put things right. Contact our Customer Services team using the number below and an advisor will do all they can to resolve your issue.

You can find more information on our complaints handling procedure by visiting the complaints page found at npower.com/nbs, or by requesting a copy of our complaints handling leaflet free of charge from Customer Services.

Address: Complaints Team,
Npower Business Solutions, Birch House,
Joseph Street, Oldbury, B69 2AQ

Telephone: 0800 072 7611

Email: yourbusiness@npower.com

Citizens Advice consumer service

The Citizens Advice consumer service provides free and independent help and advice to small businesses on energy issues ranging from contract issues to making a complaint, or advice if you're struggling to afford your bills. Citizens Advice consumer service can be contacted at any stage of the complaints process on 03454 040506 or by visiting www.citizensadvice.org.uk/energy

Ombudsman Services: Energy

The Ombudsman is there to help resolve disputes between energy suppliers and their customers. Their service is free and independent and they make their decision based only on the information available. Once they have reached a decision their conclusion is binding to the supplier. Our aim is to resolve any problems directly with customers, but if you feel you want to access the Ombudsman to review your complaint you can refer it to them if your case has not been resolved after 8 weeks.

Address: PO Box 966, Warrington, WA4 9DF

Telephone: 0330 440 1624

Fax: 0330 440 1625

Email: enquiries@os-energy.org

Website: www.ombudsman-services.org/energy

Where our electricity comes from

The table below shows the fuel sources for the electricity Npower Limited supplied last year, and the UK national average for the same period

Fuel mix for 1 April 2017 to 31 March 2018	Npower Limited	UK National Average
Coal	9.8%	7.6%
Gas	52.3%	41.2%
Nuclear	15.9%	20%
Renewable (biomass, wind, hydro and solar power)	18.7%	29%
Other	3.3%	2.1%

Please note, figures may not sum to 100% due to rounding.

Further information on environmental impact and other environmental data is available on our website www.npower.com/fuel-mix.



By Post

Please make your cheque payable to Npower Ltd

Cheques should be sent in time to clear before the due date. Please send your cheque with the payment slip to:

Npower Ltd, PO Box 209, I&C Payment Processing Centre, Wetherby Road, Scarcroft, Leeds, LS14 3WX

2 > Breakdown of charges

Description	Quantity	Unit of charge	Rate	Total	VAT
Charges relating to period 1/4/2019 to 30/4/2019					
All Day	6231.0	kWh	£0.087900	£547.70	STD
Reconciliation Apr 19				-£16.83	STD
Flexible purchasing				Flexible Purchasing Subtotal: -£16.83	
Renewable Obligation	6231.0	kWh	£0.023610	£147.11	STD
Feed In Tariff Forecast	6231.0	kWh	£0.006420	£40.00	STD
Contracts for Difference	6777.7~	kWh	£0.006060	£41.07	STD
~Consumption uplifted by distribution and transmission losses					
Administration				£6.42	STD
Climate Change Levy	6231.0	kWh	£0.008470	£52.77	STD
Subtotal (excluding VAT)				£818.24	
VAT	£818.24		20.0%	£163.65	STD
Charges for period				£981.89	

COPY

> Information and services for business customers

Information for business customers

Please visit npower.com or contact Customer Services using the details on the front of this invoice for information on our services including:

- Visiting your premises
- Details of our Guaranteed and Overall Standards of Service

Your local electricity distribution company also has a code of practice on visiting your premises - you can request a copy direct from them.

Enquiries

Enquiries regarding your invoice should be made to Customer Services using the details overleaf. If there is a credit balance on your account, please contact us at your earliest convenience to arrange a refund. Credit notes can only be refunded if the original invoice(s) have been paid. Please also contact us if you would like to provide a meter reading - this could alter your balance.

Estimated bills

If you wish us to amend an estimated meter read on your invoice, you can call the number shown on the front of this invoice with a meter read. We'll correct any difference between the actual amount of energy used and the estimated consumption, either immediately or when your next invoice is due, depending on the size of the variance.

Moving premises?

If you're on a fixed-term contract, please check the conditions of your contract for the period of notice you must give us. If you're on other contract terms, you should tell us at least two working days before you move, otherwise you'll have to pay for energy used up to:

- the second working day after you contact us, or
- the date of the next meter reading, or
- the date from which the next occupier begins to take a supply under a contract at the premises,

whichever comes first. 'Working day' does not include weekends or bank holidays.

Don't forget npower can supply you wherever you move in the country, so why not take us with you? Please call us for further information.

Payment conditions

Unless otherwise agreed, payment is due on receipt of this invoice for the energy you have used.

Please let us know if you have a query or are experiencing problems paying your energy invoices. Failure to pay without notifying us may result in interest being added to your account and other action to enforce the terms and conditions of your contract.

Struggling to pay?

We want to help, so please contact us as soon as possible. The following organisations can provide free, impartial and confidential advice on debt and cash-flow issues, to small businesses and the self employed:

Business Debtline: 0800 197 6026 or bdl.org.uk
StepChange: 0800 138 1111 or stepchange.org

> How to pay your bill



By Direct Debit

If you pay by Direct Debit no further action is required. The amount due will be debited from your account automatically on or immediately after the due date.

If you would like to pay by Direct Debit please contact us on the number overleaf.

Conditions of Supply

We supply your electricity under our Conditions of Supply. If you have signed or agreed a contract, or are bound by a deemed contract, details will have been provided at the time of contract set-up or when we were notified you moved into your premises. Information about your contract and copies of the Conditions are available from Customer Services.

VAT Declaration Certificates and Climate Change Levy (CCL)

As a business customer, if you want to declare that a percentage of your energy is used for domestic, charitable, or diplomatic purposes - or there is a change in your circumstances which affects your declaration and the VAT you pay - please contact Customer Services. Climate Change Levy (CCL) may be applied to your account as a result of current legislation. Where CCL has been shown, this invoice will constitute a CCL accounting document.

VAT

If part of your electricity supply qualifies for VAT reduction (i.e. domestic, residential or non-business charitable use), you should complete a certificate declaring the qualifying percentage. You must provide a revised certificate if there is any change in your circumstances which would affect the qualifying percentage.

All charges are identified by one of the following codes for VAT purposes.

DEM	- Under de minimis kWh
DFR	- Domestic Fuel Rate
DOM	- Composite Rate
EXP	- Exempt
OUT	- Outside the Scope
STD	- Standard Rate
ZER	- Zero Rate

Third party and industry charges

Future Feed in Tariff, Renewable Obligation, Capacity Mechanism and Contracts for Difference rates and reconciliation information will appear on the Third Party and Industry Charges webpage at npower.com/business-solutions/your-account/billing/charges – so please visit our website regularly to keep up to date with any changes or updates.

Access to your meter

We need access to read your meter, so if you are aware of any access difficulties then please call us on the number overleaf and let us know.

Suspected meter interference

Meter interference is dangerous and increases costs for customers and industry alike. Should you suspect interference with any metering system, please either contact us urgently on the number overleaf, or Crimestoppers on 0800 023 2777 or visit www.stayenergysafe.co.uk

Green Deal advice

You can obtain impartial advice and information about any Green Deal plan(s) by contacting the Energy Savings Advice Service quoting your Green Deal plan number(s). You can call them on 0300 123 1234 or get in touch via their website gov.uk/greendeal

Energy efficiency

For advice on using energy efficiently, please visit npower.com/business/save-energy

Our commitment to you

Unhappy with your service? Please give us the opportunity to put things right. Contact our Customer Services team using the number below and an advisor will do all they can to resolve your issue.

You can find more information on our complaints handling procedure by visiting the complaints page found at npower.com/nbs, or by requesting a copy of our complaints handling leaflet free of charge from Customer Services.

Address: Complaints Team,
Npower Business Solutions, Birch House,
Joseph Street, Oldbury, B69 2AQ

Telephone: 0800 072 7611

Email: yourbusiness@npower.com

Citizens Advice consumer service

The Citizens Advice consumer service provides free and independent help and advice to small businesses on energy issues ranging from contract issues to making a complaint, or advice if you're struggling to afford your bills. Citizens Advice consumer service can be contacted at any stage of the complaints process on 03454 040506 or by visiting www.citizensadvice.org.uk/energy

Ombudsman Services: Energy

The Ombudsman is there to help resolve disputes between energy suppliers and their customers. Their service is free and independent and they make their decision based only on the information available. Once they have reached a decision their conclusion is binding to the supplier. Our aim is to resolve any problems directly with customers, but if you feel you want to access the Ombudsman to review your complaint you can refer it to them if your case has not been resolved after 8 weeks.

Address: PO Box 966, Warrington, WA4 9DF

Telephone: 0330 440 1624

Fax: 0330 440 1625

Email: enquiries@os-energy.org

Website: www.ombudsman-services.org/energy

Where our electricity comes from

The table below shows the fuel sources for the electricity Npower Limited supplied last year, and the UK national average for the same period

Fuel mix for 1 April 2017 to 31 March 2018	Npower Limited	UK National Average
Coal	9.8%	7.6%
Gas	52.3%	41.2%
Nuclear	15.9%	20%
Renewable (biomass, wind, hydro and solar power)	18.7%	29%
Other	3.3%	2.1%

Please note, figures may not sum to 100% due to rounding.

Further information on environmental impact and other environmental data is available on our website www.npower.com/fuel-mix.



By Post

Please make your cheque payable to Npower Ltd

Cheques should be sent in time to clear before the due date. Please send your cheque with the payment slip to:

Npower Ltd, PO Box 209, I&C Payment Processing Centre, Wetherby Road, Scarcroft, Leeds, LS14 3WX