

Billing address:

ACCOUNT PAYABLE
HOLLINGSWORTH & VOSE CO LTD
POSTLIP MILLS
WINCHCOMBE
GLOS
GL54 5BB

Tel: 0845 230 0011
Email: enquiries@gazprom-energy.com
Online: my.gazprom-energy.co.uk

Site Ref No: 4539935 **Invoice Date:** 14/03/2018
Account No: 10024821 **Due Date:** 13/04/2018
Invoice No: 6018337

Site address: POSTLIP MILLS POSTLIP MILLS WINCHCOMBE CHELTENHAM GLOUCESTERSHIRE GL54 5BB

Cost summary

Message(s):

Have you visited our brand new portal? My Gazprom Energy allows you to view and print monthly bills, enter meter readings and much more. Simply go to my.gazprom-energy.co.uk to register.

| | |
|---------------------|---------|
| Gas Usage (kWh) | 5,043 |
| Total Gas Cost | £104.44 |
| Standing Charge | £35.56 |
| Climate Change Levy | £3.49 |

| | |
|------------------------------|---------|
| NET Amount | £143.49 |
| VAT @ 5.0% - Reduced rate | £0.00 |
| VAT @ 20.0% - Taxable supply | £28.70 |

Payment details:

Please send remittance to: Gazprom Marketing & Trading Retail Limited; Citibank, Account No 12955563 SortCode 18-50-08

Amount due **£172.19**

Consumption summary

| MPRN | Meter Serial No | Start Date | Start Read | End Date | End Read | Consumption | Correction Factor | Calorific Value | kWh | Pence per kWh |
|----------|-----------------|------------|--------------|------------|--------------|-------------|-------------------|-----------------|------|---------------|
| 14618710 | G4K00000061401 | 31/01/2018 | 11375 Actual | 28/02/2018 | 11829 Actual | 454 | 1.022640 | 39.10 | 5043 | 2.071000 |

Gas calculations: **100s Cubic Feet to kWh:** (End read - Start read) x Correction Factor x 2.83 x Calorific Value / 3.6
Cubic Meters to kWh: (End read - Start read) x Correction Factor x Calorific Value / 3.6

If you smell gas or think you have a gas leak please call National Gas Emergency Services 24hrs a day on 0800 111 999

Helpful information

Who do I contact if I have a question?

Visit www.gazprom-energy.co.uk/help-and-support for answers to our most frequently asked questions.

Our Customer Service team is available Mon – Fri from 08.30 – 17.00

Email: enquiries@gazprom-energy.com
Call: 0845 230 0011

You can also access your account online at my.gazprom-energy.co.uk.

Can I access my account online?

Yes, we sent you login details for My Gazprom Energy with your welcome pack but if you have forgotten your password you can request a new one at my.gazprom-energy.co.uk.

What do I do if my business is moving?

Please inform us at least 30 days before you move by completing our Change of Tenancy form at www.gazprom-energy.co.uk/moving.

What happens if I'm a priority user?

If your supply falls into one of the following categories, please contact us.

Category A - Institutions providing care for those to be at risk through age, sickness or infirmity e.g. hospitals, convalescent and nursing homes, homes for the elderly or disabled, where gas is the sole means of heating and not on an interruptible contract. Also, non-domestic consumers providing emergency services, who need to continue to use gas to ensure the safety of human life, where the gas supply is not supplied under an interruptible contract, and where no alternative fuel supply is available.

Category B - Consumers who would have fallen into Category A, but for the fact their gas is supplied under an interruptible contract.

Category C - Consumers without an alternative fuel source, who use in the course of their business, major items of plant - defined as plant with a capital replacement value exceeding £50 million, which would be severely damaged without a safe run down period.

Paying your invoice

By Direct Debit

If you don't already pay by Direct Debit, you can easily switch to this simple and convenient method by sending us a Direct Debit Mandate (available at www.gazprom-energy.co.uk/help-advice/payment).

By BACS

If you pay by BACS please quote Citibank, sort code 18-50-08, account number 12955563, and company name Gazprom Marketing and Trading Retail Limited. Please ensure you include your Finance Reference and send the remittance to the address above.

Can you help me understand my invoice?

Refer to our handy 'understand your invoice' guide available at www.gazprom-energy.co.uk/understand.

How can I terminate my agreement?

Please check your terms and conditions to confirm your termination terms. Please note we only accept written notices of termination. These should be sent by recorded delivery or by email:

Email: terminations@gazprom-energy.com
Post: **Gazprom Energy, Bauhaus, 27 Quay Street, Manchester, M3 3GY**

Where can I read the terms and conditions of my agreement?

A copy of the general terms and conditions that apply to your agreement were sent to you when you signed your agreement.

Our current terms and conditions can be found at www.gazprom-energy.co.uk/terms.

How do I make a complaint?

We hope you don't have to but if you need to make a complaint please start by contacting our Customer Service team by calling **0845 230 0011** or emailing enquiries@gazprom-energy.com. On the rare occasion that you're not satisfied by our initial response, refer to our process at www.gazprom-energy.co.uk/complaints for details on how to take your complaint further.

Who do I contact if I need to install or upgrade a gas meter at my property?

If you need to arrange a new gas supply or reposition an existing meter, please call our Siteworks team on **0845 873 2286**.

How do I claim a VAT/CCL reduction or exemption?

If you wish to declare a VAT or CCL exemption/reduction please ensure you complete and provide us with the appropriate documents. Without this paperwork your site(s) will be billed at the standard rates. All documents can be found on our website:

www.gazprom-energy.co.uk/ccl
www.gazprom-energy.co.uk/vat

By cheque

Please make your cheque payable to **Gazprom Marketing and Trading Retail Limited**, stating your Account Number on the reverse. The cheque should be sent to; **Gazprom Energy, Bauhaus, 27 Quay Street, Manchester, M3 3GY**.

By debit or credit card

We accept most major debit and credit cards. To make a payment by debit or credit card please call us on **0845 230 0011**. Please note that there is a 3.0% charge on credit card payments.