

Orsted Sales (UK) Limited, 5 Howick Place, London, SW1P 1WG | VAT registration no: 348 2952 71 | Registered in England no: 2405635

Useful information

Definitions

Climate Change Levy (CCL)

This is a government energy tax on industrial and commercial consumption. If applicable, the tax is calculated at the CCL rate on the front of this invoice. Please visit [hmrc.gov.uk](https://www.hmrc.gov.uk) for further information on CCL.

The De Minimis rule

If a premises uses an average of less than 33 kWh a day (approx. 1,000 kWh a month), it is deemed as 'Domestic' for that month and attracts the domestic rate for VAT. CCL will not be charged for that period.

Company information

Orsted Sales (UK) Ltd is an agent of Orsted Power Sales (UK) Ltd. Our full company registration details are shown at the bottom of your invoice.

How to pay your invoice

**By Direct Debit** your balance will be collected automatically on the specified due date. Complete a Direct Debit form at [orsted.co.uk/info-hub/handy-documents](https://orsted.co.uk/info-hub/handy-documents).

**By bank transfer** to the details below, quoting your account reference number:

Bank: Nordea Bank AB  
Account number: 46433601  
Sort code: 40-48-78  
IBAN: GB85 NDEA 4048 7846 4336 01  
SWIFT code: NDEAGB2L

**By credit or debit card online** at [orstedportal.co.uk](https://orstedportal.co.uk) or by calling 0800 056 8101.

**By cheque** made payable to Orsted Sales (UK) Ltd, quoting your company name and account reference number on the back.

If you have any problems with payment, please contact our Customer Services team using the contact details on the front page of this invoice.

If you're moving premises

If you're moving, it's important that you let us know. You can complete a 'Change of tenancy' form at [orsted.co.uk/info-hub/handy-documents](https://orsted.co.uk/info-hub/handy-documents). Please send the completed form to [customer\\_transfers@orsted.co.uk](mailto:customer_transfers@orsted.co.uk).

If you're unhappy with our service

We're passionate about giving you the very best service. If you have any sort of issue, the best thing to do is contact us and we'll do everything we can to help. Our complaints process can be found on our website at [orsted.co.uk/our-service-pledge](https://orsted.co.uk/our-service-pledge). If you feel we haven't dealt with your complaint as you would have liked, you can also contact Citizens Advice Bureau on 0845 404 0506 for free, impartial advice.

In the event of a power cut

To report a power cut, call the national power emergency service on **105**. This is a 24-hour emergency line.

Alternatively, you can contact your local Distribution Network Operator (DNO) using the details below. The DNO maintains the electricity lines that connect your premises to the electricity network. If you are not sure which DNO to contact, refer to the supply number on your invoice. The first two digits of the second line of numbers indicates the relevant area and DNO for your site. For example, the supply number shown here indicates that the area is East Anglia and the DNO is UK Power Networks.

S	XX	XX		XX
	10	XXXX	XXXX	XXX

Area	Area name	Distribution Network Operator (DNO)	Emergency/loss of supply (24 hour)	General enquiries
10	East Anglia	UK Power Networks – Eastern Power Networks	0800 316 3105	0845 601 4516
11	East Midlands, West Midlands, South Wales & South West	Western Power Distribution	0800 678 3105	0800 096 3080
12	London	UK Power Networks – London Power Networks	0800 316 3105	0845 601 4516
13	Merseyside, Cheshire & North Wales	SP Energy Networks	0800 001 5400 (Mobile: 0330 101 0400)	0330 101 0444
14	West Midlands	Western Power Distribution	0800 678 3105	0800 096 3080
15	North East and most of North Yorkshire	Northern Powergrid (Northeast)	0800 668 877 or 0330 123 0877	0845 070 7172
16	North West England	Electricity North West	0800 195 4141	0800 048 1820
17	North Scotland	Scottish & Southern Energy Power Distribution	0800 300 999 (Mobile: 0345 072 1901)	0800 483 515
18	Central & Southern Scotland	SP Energy Networks	0800 092 9290 (Mobile: 0330 101 0222)	0330 101 0444
19	South East England	UK Power Networks – South Eastern Power Networks	0800 316 3105	0845 601 4516
20	South England	Scottish & Southern Energy Power Distribution	0800 727 282 (Mobile: 0345 072 1905)	0800 483 516
21	South Wales	Western Power Distribution	0800 678 3105	0800 096 3080
22	South West England	Western Power Distribution	0800 678 3105	0800 096 3080
23	West, South & East Yorkshire & Northern Lincolnshire	Northern Powergrid (Yorkshire)	0800 668 877 or 0330 123 0877	0845 070 7172
24	Great Britain	Independent Power Networks	0800 013 0849	0845 055 6199
25	Great Britain	ESP Electricity	0800 731 6945	0137 222 7560
26	Great Britain	Energetics Electricity	0800 804 8688	0169 840 4640
27	Great Britain	Electricity Network Co	0800 032 6990	0135 924 3311
29	Great Britain	Halaxton	0800 055 6288	0844 800 1813
30	North West	Peel Electricity Networks	0192 487 1558	0845 226 786
31	Great Britain	UK Power Distribution	0800 311 8074	0844 740 0074

Account reference: 6060017211

<b>Supply</b>				<b>Installation:</b>	5050479550
<b>S</b>	00	845		<b>Meter Serial Number:</b>	K14D01315
	11	0003	9627	<b>Agreed Supply Capacity (ASC):</b>	140.0 kVA

**Supply Address:** Brassington, Brassington, Matlock, DE4 4ES

Information

Please be advised that the CCL on Electricity consumed on or after 01/04/2020 has increased and will now be charged at 0.811p per kWh. Changes impacting CCL discounts are also effective from the same date. Please visit the HMRC website <https://www.gov.uk/government/publications/rates-and-allowances-climate-change-levy/climate-change-levy-rates#main-rates-of-ccl> for further details. Please review your entitlement to CCL discount, and if this has changed, provide a new PP11 certificate

Renewable Energy Percentage: You were supplied with 100% Renewable Energy for this supply period.  
Your Maximum Hourly Consumption for this period was 0.0 kW.

