Page 1

MRS ZUZANA KRUCAYOVA 1A WHITNASH GROVE COVENTRY WEST MIDLANDS CV2 3DF

Your account number **065 3935 4588**

Date of issue **30th September 2008**

This is not a tax invoice

your amended dual fuel bill

This is the amount you've spent on **electricity** from 19-Jun-2008 to 11-Sep-2008

£38.97 debit

Totally based on our estimate

This is the amount you've spent on **gas** from 1-Apr-2008 to 3-Sep-2008

£47.40 debit

Totally based on our meter reading



Customer Service 8am-8pm Mon-Fri, 8am-6pm Sat

0845 070 4857

your gas balance is

£5.72 debit

Please pay us by 14-Oct-2008

£44.69 debit



EMERGENCIES Loss of electricity supply 0800 056 8090

Enquiries & Complaints, Central Networks, Herald Way, Pegasus Business Park, Castle Donington, Derby, DE74 2TU

If you think you smell gas or think you have a gas leak telephone

0800 111 999

We're doing our best to estimate your bill, but we really need you to give us an electricity meter reading as soon as possible

'Totally based on our estimate' means we've received no electricity meter reading this bill period. So we've had to make assumptions about how much fuel you've used by looking at previous consumption. Please call our 24 hour meter reading line with a reading as soon as possible on 0800 028 4361 or visit www.npower.com/readyourmeter

Make the most of npower solar

A solar PV system will help reduce your impact on the environment. Plus, our team of expert installers will aim to make the whole process simple and hassle free. We'll even buy back the surplus electricity you generate*

Call us now for more information

0800 316 1491[†] quoting L015P or visit npower.com/solar

*Terms and conditions apply

† We monitor and record some calls for security and to help with team training.



Take a closer look at

the figures on page 2



Page 2

How your **electricity** adds up

Electricity account 06539354569

	Last reading	This reading	Electricity units used	Cost split	Charges
Charg	Charges for Tariff - Standard Meter / Payment On Receipt Meter Nu				
	19/06/08 12758 Actual	28/08/08 13005 Estimate	247 kWh	first 150 at 13.200p next 97 at 10.980p	£19.80 £10.65
	28/08/08 PC * 13005 Estimate	11/09/08 13051 Estimate	46 kWh	first 28 at 15.520p next 18 at 12.910p	£4.35 £2.32
Your Supply Number S 01 801 001 11 0002 3818 722		Cost of electr	Cost of electricity used this period		
		VAT at 5.0% on £37.12		+ £1.85	
		Electricity charges this period		+ £38.97	
	Amount to pay Please pay us by 14-Oct-2008			£38.97	

Your meter reading

When you give us your own meter reading we may send you an amended bill or use the reading to ensure future bill accuracy. Please call our 24 hour meter reading service on 0800 028 4361.

* Price Change
Please note - there's
been a price change
during this bill period.
We've split your fuel
usage over the different
prices.

How your gas adds up

Gas account 06539354573

La	ast reading This reading		Gas used	Cost split	Charges
Char	ges for Tariff - Standard Gas Meter / Payment On Receipt Me			er Number: 5261910	
01/04/08 13/06/08 2815 2831 Customer reading Estimate		Calorific Value 39.000 16 (100s cubic feet) = 502 kWh	first 327 at 6.688p next 175 at 1.990p	£21.87 £3.48	
	13/06/08 2831 Estimate	28/08/08 2847 Estimate	Calorific Value 39.450 16 (100s cubic feet) = 507 kWh	first 113 at 6.688p next 394 at 1.990p	£7.56 £7.84
PC *	28/08/08 2847 Estimate	03/09/08 2851 Actual	Calorific Value 39.450 4 (100s cubic feet) = 127 kWh	first 21 at 8.360p next 106 at 2.488p	£1.76 £2.64
Cost of gas used this period			£45.15		
VAT at 5% on £45.15					+ £2.25
Gas charges this period					+ £47.40
Payments received with thanks (or transfers)					- £41.68
Cancelled bill 02/07/08 (inc. VAT of £1.98)					- £41.68
Your previous bill				+ £41.68	
					See overleaf



bank giro credit



	288		065	39
5	24			
ilea bà	Cashier's stamp and number			

158

Reference (Customer Number)

065 3935 4588

Credit account number

Amount due (No fee payable at PO counter)

£ 44.69

CHEQUE ACCEPTABLE

npower

57-13-11

Please do not write below this line and do not fold this counterfoil

CASH	
CHEQUE	
£	





How your gas adds up

Gas account 065 3935 4588

	•	•	•		
	Last reading	This reading	Gas used	Cost split	Charges
			Amount to pay		£5.72
	'M' Number	2424583308	Please pay us by 14-Oct-2008		
	Correction Factor	1.022640			

When you give us your own meter reading we may send you an amended bill or use the reading to ensure future bill accuracy. Please call our 24 hour meter reading service on 0800 028 4361.

Price Change

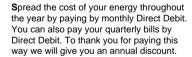
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

Your meter reading

Using the latest meter reading, this gas bill replaces your previous

How to pay your bill

Direct Debit





1 DIRECT

By post

Please do not send cash through the post. Make your cheque payable to npower' and write your customer account number on the back. We do not accept post-dated cheques. Enclose this payment slip and send to:

npower Payment Processing Centre PÓ Box 203 Leeds LS14 3WE

Regular payment plans

You can pay fortnightly or monthly by cash or cheque.

Contact Customer Service for advice about ways to pay



At any bank

Fill in the payment slip and take it with your payment to any bank. The bank may charge you for this service.



Post Office

You can pay by cash or cheque at any Post Office. Take your bill or payment card with you. Make your cheque payable to Post Office Ltd.



Debit card

Call Customer Service with your card



Payment agent

You can pay your bill or make payments towards your next one by cash free of charge at any authorised payzone or PayPoint agent. To find your nearest agent, please call Customer Service. (payzone may not be available in some areas.)



Phone or internet banking

Please quote sort code 62-30-09, account number 00000000 and your customer account number. Your bank may charge you for this service.



Prepayment meter

This can help you budget because you pay for energy as you use it, but it is a more expensive way to pay. You pay for your energy by buying tokens or charging a key or card that you insert in the meter.