



Account enquiries? Get in Touch 0845
366 3664
Customer Services
Our business hours
Mon - Fri 09:00 - 17:00
edfenergy.com/largebusiness
For power cut or emergency
call 105
or visit www.powercut105.com

Account number / Invoice Number:
4108721945 / 000018728423

Invoice period: 01 Mar 24 - 31 Mar 24

Invoice issue date: 02 Apr 24

Your ref: N/A

Page **1** of 7

B

TAYLOR MARTIN PROPERTY MANAGEMENT
LIMITED
c/o USAVE Utility Contracts Ltd
Cumbernauld Business Park
Office 7, Wardpark Road
Cumbernauld
UK
G67 3JZ

Electricity invoice: £13,266.10

Status: This is not a VAT invoice. This estimated invoice is now due for payment.

Payment due date: 30 Apr 24

Meter type: Half Hourly

Billing Cycle/Payment Terms: Monthly/BACS, 28 days, in line with your Terms and Conditions

Supply address: 110 OTAGO STREET, GLASGOW, G12 8NS

Account balance brought forward

Account balance last period	£11,324.74
Payments received	£0.00
Total balance brought forward	£11,324.74

VAT registration number: 523 0412 02

Invoice summary

Supply charges for this period

Consumption charges for this period	£1,482.84
Fixed charges	£191.65

Total supply charges for this period = **£1,674.49**

Total distribution charges for this period £8.56

Total transmission and agent charges for this period £61.36

Total LPI for this period £109.73

Invoice total (excl. VAT) **£1,854.14**

VAT on £1,744.41 at 5% £87.22

VAT on £109.73 at 0% £0.00

VAT total = **£87.22**

Invoice total for this period (incl. VAT) **£1,941.36**

Total balance brought forward **£11,324.74**

Total to pay (incl. VAT) **£13,266.10**

Payment Due Notice

Please note that if there is a balance due detailed above, and the payment is not received by the due date quoted, you may incur late payment interest charges. These are detailed in the "Our Charges" section within your Terms and Conditions.



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Electricity invoice detail: period 01 Mar 24 - 31 Mar 24 (31 days)

> Supply Address

110 OTAGO STREET, GLASGOW, G12 8NS

> Contract Information

Contract quote reference	Q_1504525
Contract start date	07 Feb 23
Contract end date	31 Mar 25
Contract type	Fixed
Price point	Fully Inclusive
Electricity Source	Standard 100%
Organisation VAT relief status	100%

Your contract term will automatically expire at the agreed Earliest Termination Date shown above. After this date Extended Supply Charges will apply until you agree another supply contract with EDF Energy or transfer to another supplier, which you will be free to do at any time (as long as you have no outstanding balance on your account). These Extended Supply Charges are variable and typically higher than our fixed contract charges.

> Meter & network information

Voltage	Effective Date	Available Capacity
L - Low Voltage	07 Feb 23	10.00

> Supply charges

This section contains a breakdown of all charges associated with the physical supply of electricity provided by EDF Energy during this invoicing period.

> Consumption charges

The following charges apply to invoice period: 01 Mar 24 - 31 Mar 24

MPAN	Rate Component	Charge Description	Average Loss Adjustment Factor	Units	Units of measure	Cost (£)
1800060751545	1	Energy Charge 2,678.80 kWh at £0.422476 per kWh (Day)	-	2,678.80	kWh	£1,131.73
	2	Energy Charge 1,068.60 kWh at £0.328571 per kWh (Night)	-	1,068.60	kWh	£351.11
	3	Demand Charge 5.60 at £0.00 per kW	-	5.60	kW	£0.00
Total charge for MPAN						£1,482.84

Total consumption charges **£1,482.84**

> Fixed charges

The following charges apply to invoice period: 01 Mar 24 - 31 Mar 24

MPAN	Description	Units	Units of measure	Cost (£)
1800060751545	Standing Charge £6.18219 per day	31.00	Days	£191.65



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Electricity invoice detail: period 01 Mar 24 - 31 Mar 24 (31 days)

› **Supply Address**

110 OTAGO STREET, GLASGOW, G12 8NS

› **Fixed charges** ...continued

Total charge for MPAN £191.65

Total fixed charges £191.65

Total supply charges £1,674.49

› **Distribution charges**

This section contains a breakdown of all related industry and third party charges that are levied onto your electricity supply charges.

› **Fixed charges**

The following charges apply to invoice period: 01 Mar 24 - 31 Mar 24

Description	Units	Units of measure	Cost(£)
Agreed Availability Charge at £0.85591 per kVA	10.00	-	£8.56

These Fixed Charges apply to MPAN 1800060751545

Total fixed charges £8.56

Total distribution charges £8.56

› **Transmission and agent charges**

This section contains a breakdown of all related transmission and agent charges that are levied onto your electricity supply charges.

› **Fixed charges**

The following charges apply to invoice period: 01 Mar 24 - 31 Mar 24

MPAN	Description	Units	Cost (£)
1800060751545	Data Collection (DC/DA) Agent Charge at £0.6821918 per day	31.00	£21.15
	Meter Operation (MOP) Agent Charge at £0.4521 per day	31.00	£14.02
	Communications Line (COMMS) Charge at £0.822 per day	31.00	£25.48
	Settlement Agency Charge at £0.02302 per day	31.00	£0.71

Total charges for MPAN £61.36

Total fixed charges £61.36

Total transmission and agent charges £61.36



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Electricity invoice detail: period 01 Mar 24 - 31 Mar 24 (31 days)

> Supply Address

110 OTAGO STREET, GLASGOW, G12 8NS

> Power information summary

MPAN	Power factor	Meter reg.	Time of use	Usage start	Usage end	Units (kVA)	Units (kW)	Units (kVArh)	Units (kWh)
1800060751545	1.000000	HH	Night	01 Mar 24	31 Mar 24	-	-	-	e1,068.60
		HH	Day	01 Mar 24	31 Mar 24	-	-	-	e2,678.80
		MD	03 Mar 24 20:30:00	-	-	e5.60	-	-	-
		MD	03 Mar 24 20:30:00	-	-	-	e5.60	-	-
		RE	-	01 Mar 24	31 Mar 24	-	-	-	-
		RI	-	01 Mar 24	31 Mar 24	-	-	-	-
		REAP	-	01 Mar 24	31 Mar 24	-	-	-	-
MPAN sub total						5.60	5.60	-	3,747.40
Total units						5.60	5.60	-	3,747.40

a = actual reading e = estimate reading c = customer reading REAP = reactive power MD = maximum demand

> Charges and adjustments

> Late payment interest

Invoice no	LPI charge description	Charge excl. VAT
000015227936	LPI rate: 0.0363% (02/03/2024-02/04/2024)(32 days)	£21.24
000015545865	LPI rate: 0.0363% (02/03/2024-02/04/2024)(32 days)	£21.54
000016805112	LPI rate: 0.0363% (02/03/2024-02/04/2024)(32 days)	£20.94
000017164198	LPI rate: 0.0363% (02/03/2024-02/04/2024)(32 days)	£23.08
000017489355	LPI rate: 0.0363% (02/03/2024-02/04/2024)(32 days)	£20.98
000018434434	LPI rate: 0.0281% (30/03/2024-02/04/2024)(4 days)	£1.95



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 **Electricity invoice detail:** period 01 Mar 24 - 31 Mar 24 (31 days)

> Supply Address

110 OTAGO STREET, GLASGOW, G12 8NS

Total LPI charges

£109.73

Total charges and adjustments

£109.73

Distribution Network Operator details

Customer Service, SP Energy Networks, PO Box 8729, Bellshill, North Lanarkshire, ML4 3YD

EDF Energy reserves the right to use unclaimed credit balances within your account portfolio to clear unpaid overdue balances.

> MPANS

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	18	0006	0751	545

How to pay



Direct Debit

Direct Debit is an efficient and convenient way to pay your bill. If you would like to pay by Direct Debit, download the Direct Debit Instruction (DDI) from the website at www.edfenergy.com/billing. Fill this in and send it to: **Freepost EDF CUSTOMER CORRESPONDENCE**

BACS or CHAPS

You can transfer money straight into our account either by BACS (Bankers Automated Clearing System) or CHAPS (Clearing House Automated Payment System). Our account details are as follows.

Account Name: **EDF Energy Customers Ltd**

Sort Code: **40-05-30**

Account number: **44151844**

Bank: **HSBC Bank plc, 60 Queen Street, London, EC4N 4TR.**

IBAN Number: **GB25MIDL40053044151844**

SWIFT Code: **MIDLGB22**

If you want to pay by BACS or CHAPS, you need to arrange this through your bank. Once you have arranged the transfer, let us know by sending an email to remittanceadvice@edfenergy.com. Your email must quote your 10-digit EDF Energy account number shown on the front of this bill.

Remember: Be aware of scams that falsely tell you about a change in payment details or payment method. If you're unsure, please get in touch with us to check.

Debit card or credit card

To pay by debit card or credit card, phone the revenue management team on **0845 3027113**. Please allow 10 working days for your payment to be processed.

At a bank or building society

You can pay by cash or cheque at a bank or building society. Cheques should be made out to **EDF Energy Customers Ltd** and write your EDF account number on the back. Allow 10 working days for the payment to reach us. Please note, you may have to pay a fee at some banks and building societies.

Post (cheque only)

Please make your cheque out to **EDF Energy Customers Ltd** and write your EDF account number on the back of it. Send the cheque to us with the payment slip below. You must write your cheque number on the back of the payment slip. Send the cheque and slip to: **Payment Processing Centre, PO BOX 140, Plymouth, PL3 5RG**. Please allow 7

working days for the payment to be processed. Please do not send correspondence to this address.

Contacting us

Do you have any questions about your bill?

If you would like a full explanation of how your bill is calculated, go to the website at www.edfenergy.com/billing or you can phone Customer Services on the number shown on the front page of this bill.

All phone calls to and from us may be recorded for monitoring or training purposes.

Your account online

You can also register for our free MyBusiness service on the website at mybusinessaccount.edfenergy.com.

This service lets you check your account information, download your bills, give us a meter reading and download consumption data.

Making a complaint

It's really important to us that you're happy with the service we provide. If something's gone wrong, we want you to tell us, so we can fix the problem.

Let our Customer Services team know what's happened. If they can't fix the problem straight away, they'll let you know how long it will take and provide updates along the way.

If you've contacted our Customer Services Team but you're still not happy with how things are going, you can get in touch with our Complaints Team, and they'll take a fresh look at the problem.

You can see our full complaints procedure on our website.

Get help with an energy problem: You can get help with energy problems. This includes issues with your bills, meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. Calls are free.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

Further support

Visit us online for energy advice and other support at edfenergy.com/large-business/advice/support.

If your complaint is unresolved after 8 weeks or you've received a 'deadlock' letter, you'll receive a letter from us with the number for our Specialist Complaints Team, they can solve the trickiest of problems. You can also contact **The Energy Ombudsman** on 0330 440 1624 (9am to 5pm Monday to Friday), enquiry@ombudsman-services.org or by visiting ombudsman-services.org. Their services are free and independent and any decision they make is binding on us - not you.

Are you moving?

If you're moving premises, the form you will need to fill in and an e-guide to help you do so are on our website at www.edfenergy.com/movingbusiness, or you can phone **0845 301 3530** for more advice.

Please have the MPAN or MPR numbers shown on your bill to hand so we can deal with your enquiry. You will need to give us written notice at least 28 days before you move so that we can produce an accurate final bill. You will also need to provide a final meter reading and a forwarding address.

Do you need a new supply connection?

To set up a new connection, the form you will need to fill in and an e-guide to help you do so are on our website at www.edfenergy.com/new-connection. Or you can phone us on **0845 366 3666**, or send an email to newsupply@edfenergy.com.

Useful information

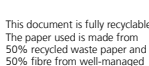
For more information on our products and services, go to the website at www.edfenergy.com/largebusiness.

Site access

We take the safety of all our customers very seriously. That's why our representatives who visit customers are highly trained and always carry identification. If you'd like more information on our obligations when visiting premises, phone us on **0845 366 3664**.

Electricity and gas theft

Energy theft, carried out by interfering with meters or connections, increases costs to our customers. This means higher bills, which affects everyone. Energy theft is a criminal offence and can be extremely dangerous. If you suspect someone is stealing electricity or gas, or both, call the **stayenergysafe** reporting line on **0800 023 2777** or via stayenergysafe.co.uk. It will be looked into urgently and your call can be kept confidential. Alternatively contact us directly on **0333 200 5100**.



CUSTOMER
SERVICE
EXCELLENCE



**Payment Processing Centre
PO Box 140
Plymouth
PL3 5RG**

The small print

Your Privacy

We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at [edfenergy.com/yourprivacy](https://www.edfenergy.com/yourprivacy). If you'd like a hard copy of the privacy policy you can contact us on **0333 200 5100** and we'll post it to you.

VAT

Value added tax (VAT) is charged on your energy bills. If you are entitled to VAT relief for domestic or charitable non-business use, you need to fill in a declaration form, which is available on our website. For more information on VAT relief and the declaration you must make, visit HMRC's website at www.HMRC.gov.uk.

Climate Change Levy (CCL)

Climate Change Levy (CCL) is a tax on the energy used by businesses. It aims to encourage users to be more energy efficient and reduce waste. Your CCL charge will take account of any PP11 Supplier certificate you have. Our CCL registration number is: 523 0412 02 0000.

For more information on CCL, visit the website at www.HMRC.gov.uk.

Micro Business

- An annual consumption of electricity of less than 100,000 kWh **or**
- An annual consumption of gas of less than 293,000 kWh **or**
- Fewer than the equivalent of ten full time employees **and**
- An annual turnover or annual balance sheet total not exceeding 2 million Euros

EDF Energy

EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales. EDF Energy Customers Ltd is responsible for meeting the supply obligations for all EDF supply contracts.

Smart metering for business

We're now introducing smart meters for our NHH business customers, which can help you to save time and have more accurate bills from automated meter readings.

For more information, visit [edfenergy.com/smartmeter-business](https://www.edfenergy.com/smartmeter-business)

Our fuel mix

Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers. The information in the table below covers our supply licence for EDF Energy Customers Ltd for the period from April 2022 to March 2023. Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

The figures for UK average fuel mix are provided by the Department for Energy Security & Net Zero (DESNZ). Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on our fuel mix, visit [edfenergy.com/fuelmix](https://www.edfenergy.com/fuelmix)



EDF's fuel mix	1.6%	16.7%	59.4%	21.0%	1.3%	87	0.0042
Contribution to our carbon emissions	17.4%	71.0%	0.0%	0.0%	11.6%		
UK average fuel mix	3.4%	39.3%	13.9%	40.8%	2.6%	186	0.0010

Extending or Terminating your contract

If you are on a fixed or flexible contract, the Charges stated in your Contract Information Pack (CIP) will automatically end on the Earliest Termination Date stated in your CIP. You may write to us at any time up to the Earliest Termination Date to confirm that you do not wish to be transferred onto our Extended Supply Charges and would like to switch away from us. If we do not hear from you by the Earliest Termination Date, you will automatically move onto our Extended Supply Charges. You will then remain on Extended Supply Charges until you either agree another supply contract with us or transfer to another supplier, which you can do at no cost to you (as long as you have no outstanding balance on your account). These Extended Supply Charges are variable and typically higher than the charges found in your CIP.

For emergencies

Power cuts

Check your trip switch to make sure it's switched on. If it's off, try switching it back on. If the switch moves back to the off position you may have a fault with an appliance or circuit in your property.

Do not touch any fuses or trip switches that show signs of burning or if there is any black tar leaking. If this is the case, or if your trip switch is on but you have no power anywhere in your property then please call the emergency number shown at the top of page 1.



This document is fully recyclable
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50% recycled waste paper and
50% fibre from well-managed
natural resources.

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