



Shell
ENERGY

MANPLAS LIMITED



Emergencies

Loss of supply? Call your Network Distributor on **105**
Smell gas? Call the Gas Emergency Services
on **0800 111 999**




Other enquiries

Contact our Customer Service Team on
contactus@shellenergy.co.uk or
0330 088 2679

Account number 00047550
Invoice number 000952862
Payment due 19 Jan 2022
Invoice date 05 Jan 2022
Invoice period 01 - 31 December 2021
VAT registration number GB 340 0347 49

YOUR GAS INVOICE

Previous balance	£986.88
Payments received and adjustments	CR £986.88
Balance brought forward	£0.00

Total charges for this bill	£1,125.54
 Gas	£741.96
Additional charges or adjustments for this bill	£102.52
VAT	£187.59
Climate Change Levy	£93.47

TOTAL NOW DUE	£1,125.54
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Your payment of
£1,125.54 will be
collected on or after **19**
Jan 2022 by Direct
Debit

Payment details can be found on the
last page.

Announcements

GET A FREE SMART METER

You may be eligible for a smart
meter. The upgrade is free of charge
and your contract terms will remain
the same.

Get in touch at
business.smart@shellenergy
.co.uk to find out more.



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Account number 00047550
Invoice date 05 Jan 2022
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Invoice period 01 - 31 December 2021
Product name Gas All Inclusive
Site address Coldfield Drive
Wythenshaw
Greater Manchester
M23 9GG

CONSUMPTION CHARGES

MPRN	Contract end date	Charges
54759809	30 September 2024	£741.96

ADDITIONAL CHARGES

Charge type	Charge dates	Quantity	Price	VAT	Total ex. VAT
Standing Charge	01 - 31 December 2021	31 days	330.7100 p/day	20%	£102.52

LEVIES

Charge type	Charge dates	Quantity	Price	VAT	Total ex. VAT
Climate Change Levy	01 - 31 December 2021	20101.8 kWh	0.465 p/kWh	20%	£93.47

VAT

Charge type	Total
VAT @ 20% on £937.95	£187.59

TOTAL

£1,125.54



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Account number 00047550
Invoice date 05 Jan 2022
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Invoice period 01 - 31 December 2021
Product name Gas All Inclusive
Charge type Non Daily Metered
Site address Coldfield Drive
Wythenshaw
Greater Manchester
M23 9GG

**Gas supply
number (MPRN)**
54759809

Read types

A = Actual
C = Customer
E = Estimate
I = Initial
F = Final
Z = Smart

Smell Gas?

Call **0800 111 999**

**Having trouble
understanding
your bill?**

Visit
**shellenergy.co.uk/
business**

METER READINGS

Meter ID	Previous read	Current read	Units used	Correction factor	Calorific value	Energy used
M065K0224009D6	315308.0 (E)	317086.0 (E)	1778.0m ³	1.02264	39.8	20101.8kWh



CONSUMPTION CHARGES

Charge dates	Type	Quantity	Price	VAT	Total ex. VAT
01 - 31 December 2021	Standard	20101.8 kWh	3.691 p/kWh	20%	£741.96

TOTAL

£741.96

HOW TO CONVERT GAS UNITS TO kWh

We follow the recognised industry formula for converting gas units to kWh. Firstly we work out the total amount of energy generated by the gas sent to your house and follow that up by converting it into kWh by dividing by 3.6 .

Formula: Units x Metric Conversion x Volume Correction x Calorific Value ÷ kWh Conversion

Metric Conversion:

Some meters record in hundreds of cubic feet - for these we need to multiply the units by 2.83 to obtain the equivalent amount of cubic metres. For metric meters, this is 1.

Volume Correction:

This is to take into account variations in temperature and pressure. For most supply points this is set as 1.02264.

Calorific Value (CV):

This is the amount of energy stored within each cubic metre of gas supplied to your premises, as measured at the entry point of your network. It is measured daily and this figure will be an average of the CVs taken over the billing period.

Example: 1,800 m³ x 1 x 1.02264 x 39.8 (CV) ÷ 3.6 = 20,350.5 kWh



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YOUR INVOICE EXPLAINED

MPRN supply number

A unique identifier for your supply, referred to as MPAN, supply number and S Number.

Account number

Your unique customer identifier, please quote this in all correspondence with Shell Energy.

Other charges

Details of any ad hoc charges applied to your account, VAT may be applicable.

Credits

Details of any ad hoc credits applied to your account.

Climate Change Levy (CCL) and VAT

Charges for Climate Change Levy and VAT. If you are entitled to any type of CCL exemption, this will be shown on the invoice. VAT will be calculated at the rates applicable.

YOUR TERMS AND CONDITIONS OF SUPPLY

We supply your energy under our Terms and Conditions. If your current contract has expired and we continue to supply your energy, we will be supplying you out of contract. If you are a new tenant or do not currently have a contract with us, we will be supplying you on our deemed rates. These are available on our website at shellenergy.co.uk/business/terms.

PAYING YOUR BILL

Payment by Direct Debit

Your contracted price will include a discount for paying by Direct Debit. Unless otherwise stated, payment is due 14 days (or the next working day) from the date of the invoice. If you have cancelled your Direct Debit or wish to switch to this payment method please contact our Customer Service team on **0330 088 2679** or email contactus@shellenergy.co.uk.

Online, BACS or telephone banking

To make payments, please use the following details:

Bank: **HSBC**

Sort Code: **40-33-33**

Account Number: **12332981**

Account Name: **Shell Energy UK Limited**

Reference: **Your 8-digit account number**, found at the top of this page

Payment by debit or credit card

To make payment by card, please contact our team on **0330 088 2679**.

Payment by post

If, subject to your contractual agreement with us, you make payments by cheque, please tear off the Bank Giro Credit slip overleaf and send it, with your cheque made payable to 'Shell Energy UK Limited' to Shell Energy UK Limited, Elder House, 586-592 Elder Gate, Milton Keynes, MK9 1LR

Please DO NOT send cash through the post.

Difficulty paying your bill

If you are having difficulty paying your bill or if you have a query which prevents you from paying a bill, then please let us know immediately. Failure to pay your bill may result in interest being charged to your account, and other actions being taken under our Terms & Conditions of Supply. You can contact our team directly at **0330 094 9184** or collections@shellenergy.co.uk.

EMERGENCIES AND LOSS OF POWER

Power cut? Call your Network Distributor on **105** or contact them directly - visit powercut105.com for more information.

Smell gas? Call the Gas Emergency Services on **0800 111 999**



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NEED ASSISTANCE?

How to contact us

You can call us on **0330 088 2679**, email contactus@shellenergy.co.uk, or write to us at: Customer Service Team, Elder House, 586-592 Elder Gate, Milton Keynes, MK9 1LR

Our offices are open from 8am to 5pm, Monday to Friday.

Phone calls

Calls may be recorded and/or monitored for quality assurance and compliance purposes. Calls from UK landlines to 0330 numbers cost no more than to a geographic number. Please check with your operator for exact charges.

MOVING PREMISES?

If you are planning to move premises, please let us know at least seven working days in advance. If you fail to inform us we may hold you liable for the cost of energy supply from your vacation date until the next actual meter reading taken by our meter reading agency or the new occupier contacts us. In addition to energy costs we may charge you for the cost of these trace enquiries. Visit our website for more information at shellenergy.co.uk/business.

OUR FUEL MIX

For the period between 1 April 2020 and 31 March 2021, all our electricity came from 100% renewable sources with zero grams of carbon dioxide emissions and no high-level radioactive waste. For more details, visit our online help centre at help.business.shellenergy.co.uk.

COMPLAINTS

It's important to know your rights when it comes to energy. If you're a microbusiness or sole trader, you can get free, independent advice from Citizens Advice if you need any help. Visit citizensadvice.org.uk/energy or call the helpline on **0808 223 1133** to find out more.

Our complaints handling procedure is available to view and download on our website, shellenergy.co.uk/business, where you can also find details of how to make a complaint. If you need to obtain a copy of our complaints handling procedure, free of charge, you can contact our team on **0330 088 2679**.

If you remain unhappy with our resolution of your complaint, or if your complaint has not been resolved within 8 weeks of the date you told us about it, you may refer the matter to the Energy Ombudsman on **0330 440 1624** or at ombudsman-services.org.uk/energy. They are free and independent, and we are bound by their decision.