

Block G

MISS NICKY WILLIAMS
CROSS MANUFACTURING COMPANY
SOUTH SITE
HOPTON ROAD
DEVIZES
SN10 2EU



09 November 2021

RECEIVED



If you have any queries about this bill, please call us on: **0800 074 0062**. For any other queries, see over the page for further contact telephone numbers.
We are open Monday to Friday 8.30am - 4.45pm.
We may record calls for security and training purposes.



Website: www.scottishpower.co.uk
Email: I&CCustomerService@ScottishPower.com



Scottish Power, Customer Services,
320 St Vincent Street Glasgow G2 5AD

Account number: 417613817

Your Ref No:

Invoice Ref No: 107882660

Invoice Date: 06/11/2021

Payment Method: Cash / Cheque

VAT No: GB 659 3720 08

Contract End Date: 31/03/22

If you wish to terminate your contract please see overleaf for information relevant to your account.

Balance on your account:

	£
Balance from previous invoice	22,106.71
Total payments received upto 06-NOV-2021	-22,106.71
Total adjustments since previous invoice	0.00
Balance Outstanding	0.00
Total of charges due within this invoice	27,143.21

Total Balance Outstanding £27,143.21

This bill contains important information about your account.

Summary of Charges

Service: Electricity

Period From 01/10/2021 to 31/10/2021

	£	£
Energy Charges		13,904.94
Feed In Tariff Charges		667.30
Distribution Use of System Charges		2,565.89
Settlement Use of System Charges		77.32
Transmission Use of System Charges		1,471.63
Electricity Market Reform		229.12
Renewable Obligation		2,895.09
CCL		808.05

Total Electricity Charges (excluding VAT) **22,619.34**

Total Charges (excluding VAT) **22,619.34**

VAT @20% on £22,619.34 4,523.87

Total VAT **4,523.87**

Total Charges (including VAT) **£27,143.21**

This amount is now due for payment. Thank you.

Details of the above charges are shown on the following pages.

This is not a climate change levy document.

Thank you for choosing ScottishPower as your energy supplier



9826201741761381719

Account Number

417613817155



Amount due

£ 27,143.21

Cheque Acceptable
No fee payable at Post Office

MISS NICKY WILLIAMS
CROSS MANUFACTURING COMPANY
SOUTH SITE
HOPTON ROAD
DEVIZES
SN10 2EU

CASH

CHEQUE

£

Cashiers stamp
and initials

Signature

Date

Sorting code number

84-34-51

The Royal Bank of Scotland plc
Collection Account

Please do not write or mark below this line or fold this counterfoil

417613817155

27143213

417613817155

27143213

<417613817155< 843451+< 73 X



Termination

Important Contract Information

Fixed Price Period End date: 31st March 2022

Your current fixed price period, under your contract ends on 31st March 2022. After this date, unless you notify us, you will automatically default to our Standard Fixed tariff. The new tariff prices will be fixed for 12 months but you will be free to leave at any time by giving us 30 days written notice.

If you wish to terminate your contract at the end of your current term, you must notify us in writing at any point before 1st March 2022.

If you notify us that you wish to terminate but don't switch supplier, you will then be moved to our Standard Variable terms and conditions and prices (which are subject to change at anytime) on 1st April 2022.

Please note if you have recently agreed a new contract with us, then your new fixed period end date will be shown on the bills issued after your new contract start date.

Half Hourly and Group Customers

Unless otherwise agreed between us, your fixed period end date will be shown overleaf. Please feel free to contact your ScottishPower account manager if you are thinking about terminating your contract.



In Case of Emergency

Gas - In the event of a problem with your gas supply, please call **0800 111 999** straight away. Lines open 24 hours. To identify your gas transporter and obtain contact details please call **0870 160 0229**

Electricity - If you have a power cut or you notice **Southern Electric Power Distribution Plc** electricity equipment that has been damaged or causes concern, please call **0800 072 7282**. Lines open 24 hours. Alternatively write to: **Southern Electric Power Distribution Plc SOUTHERN ELECTRIC POWER DISTRIBUTION PLC, INVERALMOND HOUSE, 200 DUNKELD ROAD, PERTH, PH1 3AQ**



Change of Premises or Tenancy

Please tell us at least seven working days before you move or have a change in your premises or tenancy details. Allow more time if you write to us. You can arrange to phone your final meter reading(s) on the day of your move.

If you do not contact us, we can hold you responsible for gas and electricity used until the next meter reading. If you do not pay your account and you have not told us your new address we will start trace enquires. We will charge you for the cost of these.

Please refer to the Terms and Conditions of your ScottishPower contract or contact us on 0800 074 0062 for more information.



Advice and Enquiries

Advice and Enquiries

If you have any questions about this account or the services we provide, please call our Customer Service Centre on **0800 074 0062**, or for payment enquiries, please call **0800 074 0062**. We are open Monday to Friday from 8.30am to 4.45pm.

Complaints

We will do all we can to resolve your complaint with you, however if after talking to us you remain unhappy, please phone **0800 074 0062** and ask for "Business Customer Care Team" or write to our Customer Care Manager at the address on the front of the bill. For sales-related complaints including contract or price, please use the following contact numbers:

Group and/or Half Hourly Single Site customers either contact your account manager directly or call **0800 074 0052**. Commercial Energy Microbusiness customers please call **0800 074 0739**. Both lines are open from 9.00am to 4.45pm Monday to Friday.

Consumer Advice

If you are a Micro Business customer, for clear, practical consumer advice you can also call The Citizens Advice consumer helpline on **08454 04 05 06**. You can talk to a Welsh-speaking adviser on **08454 04 05 05**. The helplines are open Monday to Friday 9.00am to 5.00pm.

If you are a MicroBusiness customer and your complaint is not resolved within 8 weeks or you receive our final offer letter, you can refer your complaint to the Ombudsman Services: Energy. They are an independent service specialising in resolving customer complaints in an impartial way. You can contact them on **0330 440 1624** or **01925 530263**, phone lines are open Monday to Friday from 9am until 5pm or visit their website and complete the complaints form at www.ombudsman-services.org/energy



Fuel Mix Information

Fuel Mix for ScottishPower (April 2020-March 2021)

Fuel Mix	Your Electricity	National Average
Coal	4.0%	3.0%
Gas	46.0%	38.0%
Nuclear	6.0%	16.0%
Renewable	40.0%	40.0%
Other	4.0%	3.0%
Total	100%	100%

For more information on the environmental impact of your electricity supply visit www.scottishpower.co.uk/fuelmix

ScottishPower Energy Retail Ltd. Registered Office 320 St. Vincent Street Glasgow G2 5AD. Registered in Scotland No 190287. VAT No GB 659 3720 08

How To Pay



You can select to pay by monthly and quarterly variable Direct Debit



Telephone Banking. Please advise your Bank or Building Society to pay to Sort Code: **83-07-06**. A/c No. **00693882**. You will need to give them your **9 digit account number** shown overleaf.



By Post. To pay by post, tear off the Bank Giro Credit slip overleaf and send it, with your cheque made payable to "ScottishPower" to ScottishPower Group, Payment Collection Centre, PO Box 4740, Worthing BN11 9LT. Please DO NOT send cash through the post.



You can pay at any bank. Fill in the bank giro credit slip overleaf and take it to the bank with your payment. Cheques should be made payable to "ScottishPower". Write your **name, address and 9 digit account number** on the back. Your bank is likely to provide efficient ways for you to pay your bill, to avoid queuing at the counter, please ask at your bank. You may have to pay a charge.



Please take your bill with the bar coded payment slip to any PayPoint outlet (cash payments only).

London Road
LONDON ROAD
HOPTON INDUSTRIAL ESTATE
DEVIZES
WILTSHIRE
SN10 2EY

Your electricity supply number is:

S	00	845	H89
	20	0005	0267 668

Your Ref No:

Invoice Ref No: 107882660

Invoice Date: 06/11/2021

If you have a powercut or you notice **Southern Electric Power Distribution Plc** electricity equipment that has been damaged or causes concern, please call **0800 072 7282**.
Lines open 24 hours. Alternatively write to: **Southern Electric Power Distribution Plc SOUTHERN ELECTRIC POWER DISTRIBUTION PLC, INVERALMOND HOUSE, 200 DUNKELD ROAD, PERTH, PH1 3AQ**

Details of Electricity Charges

Period: From 1st Oct 2021 to 31st Oct 2021

Account number: 417613817

Charges

Average Power Factor (PF):	0.954		
Maximum Demand:	This Month	471.0 kW / 0.954	= 494 kVA
	This Year	552.0 kW	= 577 kVA (May, 2021)
Supply Capacity:	968.0 kVA		

Time Period	Units Used (kWh)	Units Used adjusted for Loss Factors (kWh)	Rate	Total (£)
All times	115,850	127,838 *	10.8770p	13,904.94
	Sub Total	127,838 kWh *		13,904.94

* Units Used adjusted for Loss Factors - this includes TuoS and DUoS losses

Feed In Tariff

Charge	From	To	Days	Units Used kWh	Forecast Rate(p)	Total (£)
	01/10/21	31/10/21	31	115,850	0.5760	667.30
					Sub Total	667.30

Electricity Market Reform

	From	To	Bill Period	Unit Quantity	Unit Description	Forecast Rate	Total (£)
CfD Operational Levy	01/10/21	31/10/21	31	115,850	kWh	0.0080p	9.27
CfD Supplier Levy	01/10/21	31/10/21	31	127,838*	kWh	-0.0280p	-35.79
CM Operational Levy	01/10/21	31/10/21	31	115,850	kWh	0.0020p	2.32
CM Supplier Levy			1/12	57,420*	kWh	5.2940p	253.32
					Sub Total		229.12

* Units Used adjusted for Loss Factors.

Distribution Use of System Charges

	Bill Period	Unit Quantity	Unit Description	Rate	Total (£)
Authorised Capacity Charge*	31	968	kVA	2.6900p	807.22

Breakdown of energy charges continues overleaf →

Distribution Use of System Charges (Cont'd)

	Bill Period	Unit Quantity	Unit Description	Rate	Total (£)
Reactive Power Charge*	1	4,476	kVArh	0.2150p	9.62
Standing Charge*	31	1	Daily	20.3900p	6.32
Usage Amber*		65,974	kWh	1.0690p	705.26
Usage Green*		37,294	kWh	0.4820p	179.76
Usage Red*		12,582	kWh	6.8170p	857.71
Sub Total					2,565.89

* Time Of Use (TOU) periods are detailed in the published DUoS tariff for your Distribution area.

Settlement Use of System Charges

	Bill Period	Unit Quantity	Unit Description	Rate	Total (£)
Combined Data Coll & Agg Charge	1	1	per month	£15.4200	15.42
DA & DC - HH Comms Surcharge	1	1	per month	£2.0800	2.08
Elxon Fixed Charge	1	1	per month	0.9250p	0.01
Elxon Variable Charge		115,850	kWh	0.011203p	12.98
Hydro Surcharge		115,850	kWh	0.0404p	46.83
Sub Total					77.32

Transmission Use of System Charges

Time Period	Bill Period	Units Used (kW)	Units Used adjusted for Loss Factors (kW)	Rate	Total (£)
Triad Demand	1/12	275.6	300.0 *	£58.8652	1,471.63
* Units Used adjusted for Loss Factors - 1.09					
Sub Total					1,471.63

Renewable Obligation

	Bill Period	Unit Quantity	Unit Description	Rate	Total (£)
Renewable Obligation		115,850	kWh	2.4990p	2,895.09
Sub Total					2,895.09

Levies

Type	From	Days	Units	Business %	Renewable %	CHP %	Non-exempt %	Non-exempt Units	Rate	Total (£)
CCL	01/10/21	31	115,850	100	0	0	90	104,265	0.7750p	808.05
Sub Total										808.05
Total (excluding VAT)										22,619.34

VAT

This bill is split 0% domestic use, 100% non-domestic use.

	Total (£)
VAT @20% on £22,619.34	4,523.87
Total VAT	4,523.87

Total (including VAT) £27,143.21

This is a climate change levy accounting document