



**Shell**  
**ENERGY**

Polytec Car Styling  
Polytec Car Styling Bromyard Limited  
Porterhouse Industrial Estate  
Bromyard  
Herefordshire  
HR7 4NS



### 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](mailto:contactus@shellenergy.co.uk)** or  
**0330 088 2679**

Account number 00069571  
Invoice number 000956085  
Payment due 19 Jan 2022  
Invoice date 05 Jan 2022  
Invoice period 01 - 31 December 2021  
VAT registration number GB 340 0347 49

## YOUR FINAL ELECTRICITY INVOICE

Previous balance	<b>£267,643.12</b>
Payments received and adjustments	<b>CR £89,214.38</b>
Balance brought forward	<b>£178,428.74</b>

<b>Total charges for this bill</b>	<b>£164,062.67</b>
 Electricity	<b>£136,405.26</b>
Additional charges or adjustments for this bill	<b>£124.00</b>
VAT	<b>£27,343.78</b>
Climate Change Levy	<b>£189.63</b>

<b>TOTAL NOW DUE</b>	<b>£342,491.41</b>
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Your final payment of  
**£342,491.41** 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](mailto:business.smart@shellenergy.co.uk)**  
**.co.uk** to find out more.



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Invoice period 01 - 31 December 2021  
Product name HH Two Rate - Extended Supply  
Site address Telford 54 Business Park  
Telford  
Shropshire  
TF3 3AH

## CONSUMPTION CHARGES

MPAN	Contract end date	Charges
2700004319767	Not in Contract	£136,405.26

## ADDITIONAL CHARGES

Charge type	Charge dates	Quantity	Price	VAT	Total ex. VAT
Standing Charge	01 - 31 December 2021	31 days	400.00000 p/day	20%	£124.00

## LEVIES

Charge type	Charge dates	Quantity	Price	VAT	Total ex. VAT
Climate Change Levy	01 - 31 December 2021	24468.0 kWh	0.775 p/kWh	20%	£189.63
CCL Exempt (92%)**	01 - 31 December 2021	281381.6 kWh			

\*\* This site has a CCL Certificate covering 92% of its commercial Electricity usage.

## VAT

Charge type	Total
VAT @ 20% on £136,718.89	£27,343.78

**TOTAL**

**£164,062.67**



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Invoice period 01 - 31 December 2021  
Product name HH Two Rate - Extended Supply  
Charge type Half-Hourly  
Site address Telford 54 Business Park  
Telford  
Shropshire  
TF3 3AH

**Electricity supply  
number (MPAN)**

S	00	845	E7V
	27	0000	4319 767

**Loss of supply?**

Call **105**

**Having trouble  
understanding  
your bill?**

Visit  
**[shellenergy.co.uk/  
business](https://shellenergy.co.uk/business)**

## METER READINGS

Read dates	Meter ID	Units used (kWh)
01 - 31 December 2021	MG18K00184	305849.6

## CONSUMPTION CHARGES

Charge dates	Type	Quantity	Price	VAT	Total ex. VAT
01 - 31 December 2021	All Year - Day	247851.5 kWh	47.850 p/kWh	20%	£118,596.94
	All Year - Night	57998.1 kWh	30.705 p/kWh	20%	£17,808.32

**TOTAL**

**£136,405.26**



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## YOUR INVOICE EXPLAINED

Visit our online help centre at [shellenergy.co.uk/business](https://shellenergy.co.uk/business) for a full glossary of terms.

### MPAN 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.

### Usage charges

Details of the kWh consumption across the meter periods and meter registers. Also shows the total kWhs used and the cost associated with each usage period.

### DUoS charges

Industry charges relating to the company that distributes your electricity. Time slots vary depending on the distribution area, details can be found on our website [shellenergy.co.uk/business](https://shellenergy.co.uk/business).

### TUoS charge

Details of charges from the National Grid Company for the use of their systems. These charges vary depending on the location of your supply.

### BSUoS charges

Details of settlement charges applied to your account.

### FIT, RO and CfD charges

Details of the government charges relating to the deployment of renewable electricity generation.

### Other charges

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

### Credit

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.

## EMERGENCIES AND LOSS OF POWER

Power cut? Call your Network Distributor on **105** or contact them directly - visit [powercut105.com](https://powercut105.com) for more information.

## 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](https://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](mailto: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](mailto:collections@shellenergy.co.uk).



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## NEED ASSISTANCE?

### How to contact us

You can call us on **0330 088 2679**, email [contactus@shellenergy.co.uk](mailto: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](https://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](https://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](https://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](https://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](https://ombudsman-services.org.uk/energy). They are free and independent, and we are bound by their decision.