



Shell
ENERGY

Float Glass Industries Limited
Direct Works
Southmoor Road
Moor Road
Manchester
Lancashire
M23 9BQ



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 00081116
Invoice number 000946776
Payment due 16 Dec 2021
Invoice date 02 Dec 2021
Invoice period 06 Oct 2021 - 30 Nov 2021
VAT registration number GB 340 0347 49

YOUR ELECTRICITY INVOICE

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

Total charges for this bill	£15,035.14
 Electricity	£11,802.47
Additional charges or adjustments for this bill	£726.82
VAT	£2,505.85

TOTAL NOW DUE £15,035.14

Your payment of
£15,035.14 is due by **16 Dec 2021**.

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.

Date _____

Shell Energy UK Limited

bank giro credit



HSBC Bank plc
Head Office Collection A/c

Account:
Shell Energy UK Limited

Paid In By:

Ref No:
00081116

Total Amount Due: £15,035.14

Signature _____

Date _____

Cash

Cheques

£

Printed by Shell Energy

Cashier's
stamp and initials

Sort Code

42-64-66

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

>1503514< 00081116< 426466+ 80264660< 73 X



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Account number 00081116
Invoice date 02 Dec 2021
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Invoice period 06 Oct 2021 - 30 Nov 2021
Product name NHH Single Rate All Inclusive
Site address Direct Works
Southmoor Road
Moor Road
M23 9BQ

CONSUMPTION CHARGES

MPAN	Contract end date	Charges
1610027989192	30 September 2022	£11,802.47

ADDITIONAL CHARGES

Charge type	Charge dates	Quantity	Price	VAT	Total ex. VAT
Standing Charge	01 - 30 November 2021	30 days	44.4200 p/day	20%	£13.33

LEVIES

Charge type	Charge dates	Quantity	Price	VAT	Total ex. VAT
Climate Change Levy	01 - 30 November 2021	60364.5 kWh	0.775 p/kWh	20%	£467.82

VAT

Charge type	Total
VAT @ 20% on £12,283.62	£2,456.72

TOTAL

£14,740.34



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Account number 00081116
Invoice date 02 Dec 2021
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Invoice period 06 Oct 2021 - 30 Nov 2021
Product name NHH Single Rate All Inclusive
Charge type Non Half-Hourly
Site address Direct Works
Southmoor Road
Moor Road
M23 9BQ

**Electricity supply
number (MPAN)**

S	03	801	144
	16	1002	7989 192

Read types

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

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	Register type	Previous read	Current read	Multiplier	Units used (kWh)
01 November 2021	F90M50844	Standard	846998.9 (IE)	907273.0 (C)	1	60274.1
02 - 30 November 2021	F90M50844	Standard	907273.0 (C)	907363.4 (E)	1	90.4



CONSUMPTION CHARGES

Charge dates	Type	Quantity	Price	VAT	Total ex. VAT
01 - 30 November 2021	Standard	60364.5 kWh	19.552 p/kWh	20%	£11,802.47

TOTAL

£11,802.47



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OTHER CHARGES

Charge	Total
2% non-Direct Debit premium	£114.06
VAT @ 20%	£22.81
2% non-Direct Debit premium	£131.61
VAT @ 20%	£26.32

TOTAL	£294.80
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Please note the above charges are included in your account summary on the first page.



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YOUR INVOICE EXPLAINED

Visit our online help centre at 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.

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 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.

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.



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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 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.