

127013/003127/1/1

## Billing address:

SOFTCAT PLC  
Egerton House  
2 Tower Road  
Birkenhead  
Wirral  
CH41 1FN  
United Kingdom

Tel: 0161 837 3395

Email: [enquiries@sefe-energy.com](mailto:enquiries@sefe-energy.com)

Online: [my.sefe-energy.co.uk](http://my.sefe-energy.co.uk)

Site Ref No: AG05247377

Invoice date: 18/04/2023

Account No: 10177441

Due date: 02/05/2023

Invoice No: INV02874229

Customer No: CUS00151112

Site Address: ROBSON PROPERTY MANAGEMENT LIMITED RASSTEE OF HERMES PROPERTY REGIONAL UK OFFICES, LUNAR HOUSE, GLOBE PARK, FIELDHOUSE LANE, SL7 1LW

## Cost Summary

### Message(s):

Please note that SEFE Energy was previously Gazprom Energy. Our name changed on the 29<sup>th</sup> July 2022. We're now part of the SEFE Group, led by SEFE Securing Energy for Europe GmbH in Berlin. For more information, please go to [www.sefe-energy.co.uk/blog](http://www.sefe-energy.co.uk/blog).

Following our recent company name change, customers paying by Direct Debit will soon see 'SEFE Energy' on their bank statements.

Want to be billed accurately each month with AMR? Just email your name, phone number and MPRN to [metering@sefe-energy.com](mailto:metering@sefe-energy.com)

Our Deemed Rates have changed. Please refer to our website for more details. <https://www.sefe-energy.co.uk/terms-and-conditions/>.

If you are eligible for a discount under the Energy Bill relief scheme, this will have automatically been applied to your bill as the calculation shows below. If you are not eligible then the rate will appear as 0.00

Gas Usage (kWh)	13,340
Total Gas cost	£1,000.50
Standing Charge	£86.18
Climate change levy	£75.77

NET amount	£1,162.45
VAT @ 5.0% - Reduced rate	£0.00
VAT @ 20.0% - Taxable supply	£232.49

**Amount due £1,394.94**

### Payment details:

Please email payment remittance to [remittance@sefe-energy.com](mailto:remittance@sefe-energy.com)

Bank Account Name: SEFE Energy Limited Account

Number: 12955563 Sort Code: 18-50-08

Please use your SEFE Energy account number as reference

## Consumption Summary

MPRN	Meter Serial No	Start Date	Start Read	End Date	End Read	Consumption	Correction Factor	Calorific Value	kWh	Pence per kWh	Pence per kWh (incl. EBRIS discount)
8817597204	M040K0043115D6	01/03/2023	339237 Act	07/03/2023	340438 Est	1,201	1.02264	39.1	13,340	11.63	7.5

EBRS Discount (£) (kWh x -4.1300) / 100 . £550.94 was discounted from your Total Gas cost

Gas calculations: Cubic Meters to kWh: (End read - Start read) x Correction Factor x Calorific Value / 3.6

## Contract Details

As a Out of Contract customer, a Qualifying Financially Disadvantaged Customers (QFDC) discount will be applied to the energy you consume between 1st November 2022 and 31st March 2023. For more information on the Government's Energy Bill Relief Scheme (EBRS), visit <https://www.sefe-energy.co.uk/ebbs-faqs>.

Having trouble understanding this invoice? Visit <http://www.sefe-energy.co.uk/uk/help-advice/billing-invoices>

If you smell gas or think you have a gas leak please call National Gas Emergency Services 24hrs a day on 0800 111 999

## Helpful information

### Who do I contact if I have a question?

Visit [www.sefe-energy.co.uk/help-and-support](http://www.sefe-energy.co.uk/help-and-support) for answers to our most frequently asked questions.

Our Customer Service team is available Mon – Fri from 08.30 – 17.00

Email: [enquiries@sefe-energy.com](mailto:enquiries@sefe-energy.com)  
Call: 0161 837 3395

You can also access your account online at [my.sefe-energy.co.uk](http://my.sefe-energy.co.uk).

### Can I access my account online?

Yes, we sent you login details for My SEFE Energy with your welcome pack but if you have forgotten your password you can request a new one at [my.sefe-energy.co.uk](http://my.sefe-energy.co.uk).

### What do I do if my business is moving?

Please inform us at least 30 days before you move by completing our Change of Tenancy form at [www.sefe-energy.co.uk/moving](http://www.sefe-energy.co.uk/moving).

### What happens if I'm a priority user?

If your supply falls into one of the following categories, please contact us.

**Category A** - Institutions providing care for those to be at risk through age, sickness or infirmity e.g. hospitals, convalescent and nursing homes, homes for the elderly or disabled, where gas is the sole means of heating and not on an interruptible contract. Also, non-domestic consumers providing emergency services, who need to continue to use gas to ensure the safety of human life, where the gas supply is not supplied under an interruptible contract, and where no alternative fuel supply is available.

**Category B** - Consumers who would have fallen into Category A, but for the fact their gas is supplied under an interruptible contract.

**Category C** - Consumers without an alternative fuel source, who use in the course of their business, major items of plant - defined as plant with a capital replacement value exceeding £50 million, which would be severely damaged without a safe run down period.

## Paying your invoice

### By Direct Debit

If you don't already pay by Direct Debit, you can easily switch to this simple and convenient method by sending us a Direct Debit Mandate (available at [www.sefe-energy.co.uk/help-advice/payment](http://www.sefe-energy.co.uk/help-advice/payment)).

### By BACS

Please email payment remittance to [remittance@sefe-energy.com](mailto:remittance@sefe-energy.com)  
Bank Account Name: SEFE Energy Limited  
Account Number: 12955563 Sort Code: 185008  
Please use your SEFE Energy account number as payment reference.

### Can you help me understand my invoice?

Refer to our handy 'understand your invoice' guide available at [www.sefe-energy.co.uk/understand](http://www.sefe-energy.co.uk/understand).

### How can I terminate my agreement?

Please check your terms and conditions to confirm your termination terms. Please note we only accept written notices of termination. These should be sent by recorded delivery or by email:

Email: [terminations@sefe-energy.com](mailto:terminations@sefe-energy.com)  
Post: SEFE Energy, 5<sup>th</sup> Floor, 8 First Street, Manchester, M15 4RP

### Where can I read the terms and conditions of my agreement?

A copy of the general terms and conditions that apply to your agreement were sent to you when you signed your agreement.

Our current terms and conditions can be found at [www.sefe-energy.co.uk/terms](http://www.sefe-energy.co.uk/terms).

### How do I make a complaint?

We hope you don't have to but if you need to make a complaint please start by contacting our Customer Service team by calling 0161 837 3395 or emailing [complaints@sefe-energy.com](mailto:complaints@sefe-energy.com). On the rare occasion that you're not satisfied by our initial response, refer to our process at [www.sefe-energy.co.uk/complaints](http://www.sefe-energy.co.uk/complaints) for details on how to take your complaint further.

### Who do I contact if I need to install or upgrade a gas meter at my property?

If you need to arrange a new gas supply or reposition an existing meter, please call our Siteworks team on 0161 837 3351.

### How do I claim a VAT/CCL reduction or exemption?

If you wish to declare a VAT or CCL exemption/reduction please ensure you complete and provide us with the appropriate documents. Without this paperwork your site(s) will be billed at the standard rates. All documents can be found on our website:

[www.sefe-energy.co.uk/ccl](http://www.sefe-energy.co.uk/ccl)  
[www.sefe-energy.co.uk/vat](http://www.sefe-energy.co.uk/vat)

### By cheque

Please make your cheque payable to **SEFE Energy Limited**, stating your Account Number on the reverse. The cheque should be sent to; **SEFE Energy, 5<sup>th</sup> Floor, 8 First Street, Manchester, M15 4RP**

### By debit or credit card

We accept most major debit and credit cards. To make a payment by debit or credit card please call us on 0161 837 3395. Please note that if you choose to pay using a 'commercial card', we will add a charge to reflect our costs of processing the payment. A 'commercial card' is a card that is issued to a business (whether a company, partnership or sole trader) or a public body, is used to pay business expenses, and when used the payment is charged directly to the account of the business or public body.