

EXTRUSION & MOULDING COMPOUNDS LIMITED
Cwmavon Factory
Cwmavon
Pontypool
Gwent
NP4 8UW

We're here to help

Call us: **0800 138 2322**

Opening hours are Monday to Thursday 8:30am to 5pm
Friday 8:30am to 4:30pm

Email: yourbusiness@npower.com

Web: npowerbusinesssolutions.com

Write to us:
npower Business Solutions, 2 Princes Way, Solihull, B91 3ES

For the attention of Miss Louise

Your electricity invoice

Invoice period: 1 Nov 2021 to 30 Nov 2021

Invoice date: 5 Dec 2021

Invoice number: IN02194971

Account number: 6GRT2222

Account name: Cwmavon Factory S1

Supply address:
Cwmavon Factory
Cwmavon
Pontypool
Gwent
NP4 8UW

Loss of supply: Call 105
Information Centre, Western Power Distribution,
Avonbank, Feeder Road, Bristol, BS2 OTB

Your previous account balance:
This invoice has been reissued and current balance
information is not available

Your new invoice charge:
£17,318.57
which is due for payment on 19/12/21

If you pay by Direct Debit the full amount of this
invoice will be taken on or immediately after the
above date

Failure to pay by the due date may result in
late payment charges being incurred, your
credit rating being adversely affected and
may also place your supply at risk.

Charges summary	Quantity kWh	Charge
Electricity consumption	132,564.7	£8,886.14
Network charges		£4,864.26
Standing and metering charges		£28.36
Government and regulatory levies		£536.50
Other MPAN charges		£45.00
Climate Change Levy (CCL)		£79.38
Total charges excluding VAT		£14,439.64
VAT		£2,878.93

Charges for period	£17,318.57
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VAT analysis			
Outside the Scope		Net	VAT
Standard VAT	20.00%	£45.00	£0.00
Total VAT		£14,394.64	£2,878.93
			£2,878.93

The VAT treatment of reconciled charges is the same as that which applied to the relevant consumption period.

Information and services for business customers

Any questions?

- Contact Customer Services – see the front of this invoice for details
- Send us an email to yourbusiness@npower.com

Please quote your customer account number when you contact us. There is also lots of useful information on our website at npowerbusinesssolutions.com

For further information and codes of practice, go to our website at npowerbusinesssolutions.com or contact Customer Services for:

- Guidance on using energy efficiently
- Information on us visiting your premises
- Details of Guaranteed and Overall Standards of Service

Your local electricity distribution company also has a code of practice on visiting your premises – you can get a copy direct from them.

Moving premises?

Please let us know as soon as possible if you are intending to move premises. Do not forget npower can supply you wherever you move in the country, so why not take us with you? Please refer to your contract for the terms and conditions which can apply when you stop trading at premises before the end of your contract.

Estimated invoices

If you wish us to amend an estimated meter read on your invoice, you can call the number shown on the front of this invoice with a meter read. We will correct any difference between the actual amount of energy used and the estimated consumption in accordance with the terms of your contract.

Paying your invoice

Unless otherwise agreed, payment for energy you have used is due on receipt of this invoice. Please let us know if you have a query or you are finding it hard to pay your energy invoice. Failure to pay without notifying us may result in interest being added to your account, statutory compensation being charged and other action to enforce the terms and conditions of your contract.

Struggling to pay?

We want to help, so please contact us as soon as possible. The following organisation can provide free, impartial and confidential advice on debt and cash-flow issues, to small businesses and the self-employed:

Business Debtline: **0800 197 6026**
or businessdebtline.org

Your contract

If you have signed or agreed a contract, details will have been provided at the time. Otherwise you will be taking supply under a deemed contract. Information about your contract and its terms and conditions is available from Customer Services.

VAT

If you use energy for domestic or charity non-business purposes, you may qualify for the reduced rate of VAT. Please refer to the HMRC website for more information. If you think that you qualify, please complete a VAT Declaration form for us to consider.

All charges are identified by one of the following codes for VAT purposes:

DEM – Under de minimis kWh
STD – Standard rate
RR – Reduced rate
MU – Mixed use
EXMT – Exempt
Zero – Zero rate
O/S – Outside the scope

Climate Change Levy (CCL)

CCL is a government tax on energy, which encourages businesses to use less energy and reduce carbon emissions. Please refer to the HMRC website for more information, including details on the circumstances when relief may be available. Where CCL has been shown, this invoice will constitute a CCL accounting document.

Third party and industry charges

Future Feed-in Tariff (FIT), Renewables Obligation (RO), Capacity Market (CM) and Contracts for Difference (CfD) rates and reconciliation information will appear on the Third Party and Industry Charges webpage at npowerbusinesssolutions.com/my-account/invoices-and-payments. Please visit our website regularly to keep up-to-date with any changes or updates.

Access to your meter

We are required by law to read and inspect your meter regularly, so please call Customer Services if you have any special access instructions that we need to know.

Suspected meter interference

Meter interference is dangerous and increases costs for customers and industry alike. Should you suspect interference with any metering system, please either contact us urgently on the number overleaf, or Crimestoppers on **0800 023 2777** or visit stayenergysafe.co.uk.

Green Deal advice

You can obtain impartial advice and information about any Green Deal plan(s) by contacting the Energy Savings Advice Service quoting your Green Deal plan number(s). You can call them on **0300 123 1234** or get in touch via their website gov.uk/greendeal.

Energy efficiency

For advice on saving energy in your business, please visit npowerbusinesssolutions.com

Consumption points

Meter – Meter Supply Point
GSP – Grid Supply Point
NBP – National Balancing Point

Unhappy with our service?

We would like to put things right. Please call our Customer Services Team who will do all they can to resolve the matter straight away. You can also email us at yourbusiness@npower.com or write to **npower Business Solutions, PO Box 8007, 2 Princes Way, Solihull, B91 3ES**. Read more about how we handle complaints in the complaints section of npowerbusinesssolutions.com or request a free copy of our complaints leaflet from Customer Services.

Impartial advice

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues and debt at any stage of the complaints process. Visit citizensadvice.org.uk/energy or call the Citizens Advice consumer helpline on **0808 223 1133**. If you are located in Scotland you can visit EnergyAdvice.Scot or call on **0808 196 8660**.

Ombudsman Services: Energy

In the unlikely event that we are unable to resolve your complaint within eight weeks, micro businesses can approach Ombudsman Services to access a free and impartial service. The energy Ombudsman will reach a decision based on the information available and their decision is binding on the supplier. Contact the Ombudsman on **0330 440 1624**, visit ombudsman-services.org/sectors/energy or email enquiries@os-energy.org.

Where our electricity comes from

The table below shows the fuel sources for the electricity npower supplied last year, and the UK national average for the same period.

Fuel mix for 1 April 2020 to 31 March 2021	Npower Limited	UK National Average
Coal	4.2%	2.7%
Gas	52.6%	38.2%
Nuclear	6.9%	16.1%
Renewable (biomass, wind, hydro and solar power)	31.9%	40.3%
Other	4.4%	2.7%

Please note, figures may not sum to 100% due to rounding. Further information on environmental impact and other environmental data is available on our website npowerbusinesssolutions.com/company/fuel-mix

Online glossary

For help understanding the industry terminology used in this invoice, please visit npowerbusinesssolutions.com/my-account/glossary to access our online glossary.

Phone calls

We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider and may be free if you are calling from a business mobile or landline, depending on your contract.

Calls to our 0845 numbers will cost a maximum of 5p per minute, plus your phone company's access charge. Calls to 03 numbers will cost you no more than 01 and 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 03 numbers will be part of these.

Please check with your operator for exact charges.

IM21557/04-21

How to pay your invoice



Direct Debit

You can pay your invoice in full by Direct Debit. Visit our website or call Customer Services for more information.



Credit or debit card

Call Customer Services (most credit cards accepted).



BACS or internet banking

Quote our bank sort code 50-00-00, our bank account number 97104000 and your customer account number. Your bank may charge for this service. If you pay by BACS, please email your payment advice to BACS@npower.com or send it to: npower, BACS Payment Processing Team, PO Box 209, Leeds LS14 3WX.



Cheque

Send your cheque to: Npower Commercial Gas Ltd, Payment Processing Centre, PO 209, Leeds, LS14 3WX.

Please make your cheque payable to 'Npower Commercial Gas Ltd' and write your customer account number on the back.

Keep the top part of your invoice and send us the tear-off payment slip with your cheque.

Your electricity invoice

Invoice date: 5 Dec 2021

Invoice number: IN02194971

Account number: 6GRT2222

Your supply number:

S	00	845	400
21	9998	9666	899

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1 > Consumption details for MPAN 2199989666899

Consumption information

Meter serial number	Start	End	Actual energy @ meter (kWh)	Estimated energy @ meter (kWh)	Total energy @ meter (kWh)	Energy @ GSP (kWh)	Energy @ NBP (kWh)
K07D02128	01/11/2021	30/11/2021	128,031.5	0.0	128,031.5	132,564.7	135,338.7

Maximum demand information:

Maximum kW demand recorded on 02/11/2021 @ 13:30 214.8 kW

Maximum kVA demand recorded on 02/11/2021 @ 13:30 218.4 kVA

2 > Breakdown of charges for MPAN 2199989666899

Consumption charges

Charge description	Rate description	Start	End	Energy consumed	Price	VAT rate	Net total
Electricity consumption @ GSP	Day	01/11/2021	30/11/2021	99,912.8 kWh	7.02000 p/kWh	STD	£7,013.88
	Night	01/11/2021	30/11/2021	32,651.9 kWh	5.73400 p/kWh	STD	£1,872.26

Total consumption charges

£8,886.14

Network charges

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Distribution Use of System (DUoS)						
Capacity charge based on 300 kVA	01/11/2021	30/11/2021	30 days	3.74000 p/kVa	STD	£336.60
Fixed Charge	01/11/2021	30/11/2021	30 days	100.57000 p/day	STD	£30.17
Consumption - energy @ meter						
*Amber charge	01/11/2021	30/11/2021	56291.6 kWh	1.55400 p/kWh	STD	£874.77
*Green charge	01/11/2021	30/11/2021	61677.1 kWh	1.33400 p/kWh	STD	£822.77
*Red charge	01/11/2021	30/11/2021	10062.8 kWh	5.04700 p/kWh	STD	£507.87

*Refer to the appropriate distribution company DUoS charging Statement for the unit rate time bands

Total DUoS charge

£2,572.18

Your electricity invoice continued...

Invoice date: 5 Dec 2021

Invoice number: IN02194971

Account number: 6GRT2222

Transmission Network Use of System (TNUoS)						
Estimated annual peak demand (EAPD)			208.277 kW			
Estimate for period	01/11/2021	30/11/2021	17.119 kW	£56.236810 /kW	STD	£962.72

Total TNUoS charge	£962.72					
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Balancing Services Use of System (BSUoS)						
Forecast PassThrough charge invoiced @ NBP	01/11/2021	30/11/2021	135,338.7 kWh		STD	£675.56
BSUoS - reconciliation						
Forecast PassThrough charges previously invoiced @ NBP	01/09/2021	30/09/2021	-107,791.0 kWh		STD	-£507.79
Forecast PassThrough charges previously invoiced @ NBP	01/10/2021	31/10/2021	-133,008.7 kWh		STD	-£780.30
Estimate charges invoiced @ NBP	01/09/2021	30/09/2021	107,791.0 kWh		STD	£765.61
Estimate charges invoiced @ NBP	01/10/2021	31/10/2021	133,008.7 kWh		STD	£1,176.28

Total BSUoS charge	£1,329.36					
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Total network charge	£4,864.26					
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Standing and metering charges

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Agent Services (DC/DA)	01/11/2021	30/11/2021	30 days	94.520 p/day	STD	£28.36

Total standing and metering charge	£28.36					
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Government and regulatory levies

Charge description	Start	End	Quantity	Price	VAT rate	Net total
Capacity Market (CM)						
Estimated annual capacity volume (EACV)			45,167.00 kWh			
Obligation Levy Forecast Passthrough for period	01/11/2021	30/11/2021	3712.449 kWh	5.3660000 p/kWh	STD	£199.21
Operational charge Forecast Passthrough invoiced @ NBP	01/11/2021	30/11/2021	135,338.7 kWh	0.00265 p/kWh	STD	£3.59

Total CM charge	£202.80					
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Your electricity invoice continued...

Invoice date: 5 Dec 2021

Invoice number: IN02194971

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Exempt charges	Charge applied						
Renewables Obligation (RO)							
RO Forecast Passthrough invoiced @ meter	15.00 %	01/11/2021	30/11/2021	19204.7 kWh	2.49936 p/kWh	STD	£480.00
Total RO charge						£480.00	

You have submitted an Energy Intensive Industry (EII) exemption certificate to us which is effective from 1 Jul 2021 to 30 Jun 2022. On the basis of the exemption, 85.00% relief has been applied to qualifying charge.

Exempt charges	Charge applied						
Feed-in Tariff (FIT)							
FIT Forecast Passthrough invoiced @ meter	15.00 %	01/11/2021	30/11/2021	19204.7 kWh	0.64534 p/kWh	STD	£123.94
Total FIT charge							£123.94

You have submitted an Energy Intensive Industry (EII) exemption certificate to us which is effective from 1 Jul 2021 to 30 Jun 2022. On the basis of the exemption, 85.00% relief has been applied to qualifying charge.

Exempt charges	Charge applied						
Contracts for Difference (CfD)							
Forecast Passthrough invoiced @ NBP	15.00 %	01/11/2021	30/11/2021	20300.8 kWh		STD	-£134.29
Contracts for Difference - reconciliation							
Estimate charges previously invoiced @ NBP		01/11/2020	30/11/2020	-19564.2 kWh		STD	-£180.98
Estimate charges previously invoiced @ NBP		01/12/2020	31/12/2020	-12325.1 kWh		STD	-£101.44
Forecast Passthrough charges previously invoiced @ NBP	15.00 %	01/07/2021	31/07/2021	-19831.8 kWh		STD	-£146.18
Forecast Passthrough charges previously invoiced @ NBP	15.00 %	01/08/2021	31/08/2021	-17036.0 kWh		STD	-£106.49
Forecast Passthrough charges previously invoiced @ NBP	15.00 %	01/09/2021	30/09/2021	-16168.6 kWh		STD	-£69.58
Revised Estimate charges @ NBP		01/11/2020	30/11/2020	19564.2 kWh		STD	£188.58
Revised Estimate charges @ NBP		01/12/2020	31/12/2020	12325.1 kWh		STD	£105.32
Estimate charges @ NBP	15.00 %	01/07/2021	31/07/2021	19831.8 kWh		STD	£100.15
Estimate charges @ NBP	15.00 %	01/08/2021	31/08/2021	17036.0 kWh		STD	£64.74
Estimate charges @ NBP	15.00 %	01/09/2021	30/09/2021	16168.6 kWh		STD	£9.93
Total CfD charge							-£270.24

Your electricity invoice continued...

Invoice date: 5 Dec 2021

Invoice number: IN02194971

Account number: 6GRT2222

You have submitted an Energy Intensive Industry (EII) exemption certificate to us which is effective from 1 Jul 2021 to 30 Jun 2022. On the basis of the exemption, 85.00% relief has been applied to qualifying charge.

Total government and regulatory levies	£536.50
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Climate Change Levy							
Charge description	CCL applied	Start	End	Quantity	Price	VAT rate	Net total
Electricity Climate Change Levy	8%	01/11/2021	30/11/2021	10,242.5 kWh	0.00775 £ / kWh	STD	£79.38

You have submitted a CCL Declaration (PP11) to us which is effective from 1 Apr 2020 to 30 Mar 2025. You have claimed CCL qualifying relief on 92% of the electricity supplies that are charged to you on this invoice for the period 1 Nov 2021 to 30 Nov 2021. On the basis of the declaration that you have made, the relief has been applied to the qualifying charges.

Total CCL charges	£79.38
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Other MPAN charges							
Charge description	Charge date	Quantity	Price	VAT rate	Net total		
PRE DISCONNECTION VISIT CHARGE 25/10/21 CUSTOMER CONTACT FOR DCA TEAM 0845 166 3218	25/10/2021			O/S	£45.00		

Total other MPAN charge	£45.00
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Total charges for this meter point excluding VAT	£14,439.64
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Payment slip

Please make your cheque payable to Npower Commercial Gas Limited and send it to:

Npower Commercial Gas Limited
Payment Processing Centre
PO Box 209
Leeds
LS14 3WX

Account number: 6GRT2222

Invoice number: IN02194971

Amount due: £17,318.57

EXTRUSION & MOULDING COMPOUNDS LIMITED
Cwmavon Factory
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Supply: Cwmavon Factory, Cwmavon, Pontypool,
Gwent, NP4 8UW