Mailing address
This is the address we'll send your bills to (not always the same as the address of the property we supply)

Mr Sample
Managing Director, Sample Ltd
10 Sample Way
Sampledon
SA1 2LE

Supply Address: Base and Ground, 29 Sample Way, Sampledon, SA1 2LE

Supply address
The address of the property we're supplying energy to

Rota Disconnections Alpha Identifier: Q

Rota disconnections identifier
This letter is allocated to a business energy customers in a particular block. If required, the National Grid will refer to these letters when announcing supply emergency measures to inform businesses if their 'block' will be impacted.

Your VAT invoice

Invoice number
The last 4 numbers of the invoice number will always run in order to keep things simple.

Invoice number: KI - 1112AAB1-0001
Account number: A-1234AAB1
Date Issued: 09 May 2024

Account number
This is your energy account number (we use it to identify your account).

Date issued
The date we produced your invoice on

Emergency numbers
Smell gas
Call **0800 111 999** (24hrs)
Power cut?
Call **105** to get through to your electricity distributor
Northern PowerGrid 0845 070 7172

Your charges: 02 April 2024 - 01 May 2024

	Net charges	Climate Change Levy (CCL)	VAT	Total
Electricity	-£52.80	-£1.42	-£10.84	-£65.06
Electricity	-£39.25	-£0.86	-£8.02	-£48.13
Electricity	-£368.39	-£9.78	-£75.63	-£453.80
Gas	-£162.06	£0.00	-£8.10	-£170.16
Gas	-£244.29	£0.00	-£12.21	-£256.50
Total charges for this period				**£993.65 debit**
Current balance				£1,308.29 debit

Total charges
The total unit rate and standing charge cost for the period stated on the invoice, including Vat and CCL

Bill summary
Shows the amount of energy you have used between the two dates shown. It will only show the charges during the billed periods. Your usage is measured using your meter readings.

Debit or credit
If the total shows as a debit amount, this means you have a balance/ amount outstanding that has not yet been paid for. If it shows as a credit amount this means you have paid for more than you have used.

Your direct debit payment of £1,308.29 will be taken on or around 24 May 2024.

Current balance
The amount due to pay including previous balances if you pay by any other payment method apart from Fixed Direct Debit.

Payments
How much you're due to pay for the period stated on the invoice. This will include the date and method depending on your payment type.

Distributor enquiries:
Northern Powergrid (Northeast) Limited, Lloyds Court, 78 Grey Street, Newcastle-upon-Tyne, NE1 6AF.
Call 0845 070 7172

Distributor information
Your local energy distributor contact information

edfenergy.com/sme-business VAT no. 523 0412 02 Email: hellobusiness@edfenergy.com Phone: 0330 912 9959

EDF Energy Customers Ltd uses EDF Energy as a trading name. Registered in England and Wales no. 02228297. Registered office 90 Whitfield Street, London, W1T 4EZ.

Supply address
To make it easier to know what property the charges are for.

Consumption and meter read information
This section provides a detailed breakdown of your energy charges for gas and electricity. The charges are based on the number of units consumed during the billing period. Electricity is measured in kWh. Although gas is measured differently, we convert that measurement to kWh for convenience.

Unit rate
The unit price is the rate charged per unit or kilowatt hour (kWh) of electricity or gas you use.

Standing charge
The standing charge is a fixed cost that is included in each electricity and gas invoice, regardless of whether energy is used on that day. The charge covers the cost to maintain the energy supply network, take meter readings, and support some government social and environmental schemes.

Climate Change Levy (CCL)
CCL is a government-imposed tax to encourage reduction in gas emissions and greater efficiency of energy used for business or nondomestic purposes.

Your charges in detail

Electricity Supply number

S	3	801	2B
	1234567891012		

Supply Address: Base and Ground, 29 Sample Way, Sampledon, SA1 2LE
Rota Disconnections Alpha Identifier: Q

Fixed Online 1 Year (24 April 2024 - 1 May 2024)

Electricity charges for meter A12A34567

24 Apr 2024	18647.2300 Opening reading	
2 May 2024	18830.0000 Customer reading	
Electricity used	182.7700 kWh @ 26.700p/kWh	£48.80
Standing charge	8 days @ 50.000p/day	£4.00
Government Climate Change Levy	182.8 kWh @ 0.00775 £/kWh	£1.42
Subtotal of charges before VAT		£54.22
VAT @ 20% on £54.22		£10.84
Total electricity charges for this period		£65.06

About your tariff

Electricity

Tariff name	Fixed Online 1 Year
Payment type	Direct Debit
Contract end date	24 April 2025
Early exit fee	Yes
Estimated yearly usage	11962.0 kWh

CCL
Any PP11 Supplier Certificate logged with us has been considered in CCL calculations.
VAT charge at reduced rate
Any VAT declaration logged with us has been considered.

Electricity Supply number

S	3	801	2B
	1234567891012		

Supply Address: Base and Ground, 29 Sample Way, Sampledon, SA1 2LE
Rota Disconnections Alpha Identifier: Q

Deemed (19 April 2024 - 23 April 2024)

Electricity charges for meter A12A34567

19 Apr 2024	18536.8700 Estimated reading	
24 Apr 2024	18647.2300 Opening reading	
Electricity used	110.3600 kWh @ 26.500p/kWh	£29.25
Standing charge	5 days @ 200.000p/day	£10.00
Government Climate Change Levy	110.4 kWh @ 0.00775 £/kWh	£0.86
Subtotal of charges before VAT		£40.11
VAT @ 20% on £40.11		£8.02
Total electricity charges for this period		£48.13

About your tariff

Electricity

Tariff name	Deemed
Payment type	Direct Debit
Contract end date	24 April 2024
Early exit fee	No
Estimated yearly usage	11962.0 kWh

CCL
Any PP11 Supplier Certificate logged with us has been considered in CCL calculations.
VAT charge at reduced rate
Any VAT declaration logged with us has been considered.

This is your MPAN (Meter Point Administration Number)
The long number at the bottom is your MPAN, which is specific to your property. The top left number represents 'Profile Type' . The other two numbers indicate 'Meter Time-Switch Code', and 'Line Loss Factor'

Your tariff
This gives you a breakdown of your tariff information. Your estimated annual usage is the amount of energy we predict you will use based on your previous meter readings.

There are different types of reading
Customer reading - consumption is taken from a meter reading you have supplied
Smart reading - consumption is provided automatically from your smart meter
Estimated - we do not have a meter reading so consumption is estimated

This account had a period on the Deemed tariff and was then changed to Fixed, this is shown from the 'Contract end date'

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This is your Gas reference number or MPRN.
This is specific to the supply at your property. Gas isn't measured in kWh like electricity. This calculation demonstrates how we convert your gas consumption to kWh.

If you're a dual fuel customer you will have an additional table for your second fuel.

VAT
The standard VAT rate is 20% for a small business customers. This can vary dependent on VAT Declaration and whether energy consumption is below de minimis levels (Electricity 12,045 kWh / Gas 52,925 kWh per annum).

Your charges in detail

Electricity Supply number

S	3	801	2B
	1234567891012		

Supply Address: Base and Ground, 29 Sample Way, Sampledon, SA1 2LE
Rota Disconnections Alpha Identifier: Q

Deemed (2 April 2024 - 18 April 2024)

Electricity charges for meter A12A34567

2 Apr 2024	17275.0000 Estimated reading	
18 Apr 2024	18512.0000 Customer reading	
19 Apr 2024	18536.8700 Estimated reading	
Electricity used	1261.8700 kWh @ 26.500p/kWh	£334.39
Standing charge	17 days @ 200.000p/day	£34.00
Government Climate Change Levy	1261.9 kWh @ 0.00775 £/kWh	£9.78
Subtotal of charges before VAT		£378.17
VAT @ 20% on £378.17		£75.63
Total electricity charges for this period		£453.80

About your tariff

Electricity

Tariff name	Deemed
Payment type	Non-Direct Debit
Contract end date	24 April 2024
Early exit fee	No
Estimated yearly usage	11962.0 kWh

CCL
Any PP11 Supplier Certificate logged with us has been considered in CCL calculations.
VAT charge at reduced rate
Any VAT declaration logged with us has been considered.

Gas Meter point reference 1234567890

Supply Address: Base and Ground, 29 Sample Way, Sampledon, SA1 2LE

Fixed Online 3YR (19 April 2024 - 1 May 2024)

Gas charges for meter A123B4567890C1

19 Apr 2024	62749.5663 Estimated reading	
2 May 2024	62862.0000 Customer reading	
Consumption	112.4337 Units (m^3)	
Energy used*	1280.7400 kWh @ 12.400p/kWh	£158.81
Standing charge	13 days @ 25.000p/day	£3.25
Government Climate Change Levy	1280.7 kWh @ 0.000 £/kWh	£0.00
Subtotal of charges before VAT		£162.06
VAT @ 5% on £162.06		£8.10
Total gas charges for this period		£170.16

About your tariff

Gas

Tariff name	Fixed Online 3YR
Payment type	Direct Debit
Contract end date	1 July 2025
Early exit fee	Yes
Estimated yearly usage	33464 kWh

Energy use calculation
* Your energy usage is calculated from your gas consumption using a standard industry formula:
Unit consumed (cubic metres)
× Volume correction (for temperature & pressure)
× Calorific value (energy in each m^3 of gas)
÷ 3.6 (convert from joules)
For you:
112.4 × 1.02264 × 40.1† ÷ 3.6 = 1280.7
†Average calorific value shown to one decimal place

CCL
Any PP11 Supplier Certificate logged with us has been considered in CCL calculations.
VAT charge at reduced rate
Any VAT declaration logged with us has been considered.

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Here is your account number.
Always have your account number handy when you contact us

Here are all our contact details

Get in touch
Here's your account number in case you need it when you get in touch: A-1234AAB1.

Drop us an email
Our team of energy specialists are ready to answer your questions by email – we'll aim to get back to you within 48 hours. Please include your account number.
Email **hellobusiness@edfenergy.com**

Get your questions answered
Take a look at our frequently asked questions. Go to **edfenergy.com/sme-faqs**

Get help with your bills
Find the help you need to manage your energy bills and keep costs down. Go to **edfenergy.com/sme-help**

Tell us you're moving
Give us a call to let us know you're moving – and ask us about energy plans for your new premises at the same time. Remember to give us a call with your final meter readings too.
Call 0330 912 9959

Other ways to get in touch

- **WhatsApp or text**: send your question to 0748 058 9950 (we'll get back as soon as we can)
- **Call**: 0330 912 9959
- **Call from abroad**: +44 191 743 9959
- **Post**: Freepost EDF CUSTOMER CORRESPONDENCE

Manage your energy the easy way
MyAccount
MyAccount lets you view and pay your invoices, submit meter readings, change tariffs, change your billing address, and more.

EDF app
Get all the benefits of MyAccount, and manage your energy on the go with our mobile app. Find out more at **edfenergy.com/sme-manage-account**

Get independent help
You can get free, independent advice when you have an energy problem, including help with invoices and meters. You can also get support if you're struggling to pay.
England and Wales: Go to citizensadvice.org.uk/energy or call 0808 223 1133
Scotland: Go to energyadvice.scot or call 0808 196 8660

Make a complaint
Please get in touch with our energy specialists if you have a complaint. They'll do everything they can to put things right as quickly as possible, keeping you updated along the way. Let them know if you're unhappy with progress. They'll get your complaint reassessed, and tell you the outcome. Go to **edfenergy.com/sme-complaint** for our full complaints procedure.

If you're unhappy or have a complaint, this is the process, which can also be found here: www.edfenergy.com/sme-complaint

Micro businesses
If you have a complaint about an energy broker, please raise it directly with your broker. Find out more about micro businesses at **edfenergy.com/microbusiness**

Unresolved complaints
Has your complaint with us or your energy broker taken more than eight weeks to resolve, or do you have a 'deadlock' letter? You can get in touch with the Energy Ombudsman. The service is free and independent, and any decision the Ombudsman makes is binding on us – not you. Call **0330 440 1624**; email **enquiry@energyombudsman.org**; visit **energyombudsman.org**

Climate Change Levy (CCL)
The government created the Climate Change Levy to encourage businesses to be more energy efficient and reduce emissions. We collect this environment tax from our customers for the government. Go to **edfenergy.com/cclexplained** for more information. Our CCL registration number is 5523 0142.

Your privacy
To find out how we protect and use your data, please see our Privacy Notice Policy at **edfenergy.com/yourprivacy**. You can ask us to post you a copy, by calling 0333 200 5100.

Energy theft
Interfering with meters and connections to steal electricity or gas is a crime. It's also extremely dangerous and increases costs for all our customers. Call Stay Energy Safe on 0800 023 2777 if you suspect energy theft; calls are free and confidential.

Our fuel mix
We publish the fuel mix that generates our customers' electricity every year, under licence for EDF Energy Customers Ltd (the mix for individual EDF tariffs can vary). Find out more at **edfenergy.com/fuel-mix**

April 2022 - March 2023	Fuel mix and carbon contributions (%)					Environment impact (g/kWh)	
	Coal	Gas	Nuclear	Renewable	Other	CO2	Radioactive waste
EDF fuel mix	1.6	16.7	59.4	21.0	1.3	87	0.0042
EDF carbon contributions	17.4	71.0	0.0	0.0	11.6	-	-
UK average fuel mix*	3.4	39.3	13.9	40.8	2.6	186	0.0010

*Data from the Department for Energy Security and Net Zero (DESNZ)

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