

Electricity Invoice

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TOTAL GAS & POWER

LANESYSTEMS LIMITED
BUTTERWICK ROAD
FISHBURN
STOCKTON-ON-TEES
UNIT 1
CLEVELAND CLEVELAND,TS21 4AR

Enquiries:

If you have any queries regarding this invoice or your account in general, please call our Customer Services Help Line on 03330 037 874, write to us at Total Gas & Power, Bridge Gate, 55-57 High Street, Redhill, RH1 1RX, or email electricity.enquiries@totalgp.com

Account Number: 3002958959
Invoice Number: 155456691/17
Date (Tax Point): 6 September 2017
Supplied Address: BUTTERWICK ROAD
BUTTERWICK ROAD
FISHBURN
STOCKTON-ON-TEES
UNIT 1
CLEVELAND TS21 4AR

Statement Section	FFL	CCL	VAT	Total
Total balance from previous invoice	-	-	-	£60.98
Payment received on 24 August 2017	-	-	-	CR £60.98
Balance Carried Forward	-	-	-	£0.00

Charge Description	Reg ID	Period of use		Meter Readings			Billed Units	Unit Desc	Price	Cost (£)
		From	To	Previous	Present	Multi				
Supply Number	S	03	801	203						
		15	0789	3550	012					
Meter No. K81L10384										
Units	A1	12/07/17	23/08/17	75961 A	77300 C	1	1,339.00	kWh	12.4272p	166.40
Standing Charge		12/07/17	23/08/17	-	-		43.00	Day	28.4178p	12.22

Total (Consumption) 1,339.00 kWh	£166.40
Total Other Charges	£12.22
VAT at 5.00%	£8.93
Total Electricity Sales	£187.55

Total Invoice Value	£187.55
Balance Brought Forward	£0.00
Balance Due	£187.55

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Account Number: 3002958959
Invoice Number: 155456691/17
Date (Tax Point): 6 September 2017

Your payment of £187.55 will be taken by Direct Debit on or after 20 September 2017, BACS Ref 1043481



Postal Address: Bridge Gate, 55-57 High Street, Redhill, Surrey RH1 1RX Tel: 01737 275800 Fax: 01737 784900 www.totalgp.com
Total Gas & Power Limited VAT Registration No.689638949 Registered in England No. 2172239
Registered Office: 10 Upper Bank Street, Canary Wharf, London E14 5BF



PAYING YOUR ELECTRICITY INVOICE

Direct Debit Payment

As you have a Direct Debit set up with Total Gas & Power Limited, the balance outstanding on your account will be cleared each month.

BACS Payment

For customers paying by BACS, our account details are:

Bank Name: HSBC Bank plc
Account Name: Total Gas & Power Limited
Account No: 52400839
Sort Code: 40 - 06 - 02
Branch: London Regent Street W1

Please ensure that the remittance advice clearly states the Invoice Number, the amount paid and the Account Number. This should be marked for the attention of the Treasury Department and sent to the address below.

By Post

Cheques should be made payable to Total Gas & Power Limited. Please send cheques with the detachable Bank Giro Credit slip to the address stated below. Please write your Account Number on the back of the cheque. Cash should not be sent through the post.

At a Bank

Payment can be made with cash or a cheque by using the Bank Giro Credit slip, free of charge at any branch of NatWest for customers who hold a NatWest Bank account. Alternatively, you may use a branch of your own bank. This service will usually be free of charge.

INVOICE DEFINITIONS

- 'A' after a meter reading indicates an actual read taken by the data collector or agents working on its behalf.
- 'E' after a meter reading indicates an estimated read.
- 'C' after a meter reading indicates a read given by the customer.

Climate Change Levy (CCL)

Government energy tax on industrial and commercial consumption, subject to VAT at Standard Rate. This is a CCL accounting document.

Fossil Fuel Levy (FFL)

Government tax on industrial and commercial electricity sales revenue (to fund renewable energy schemes). To calculate FFL multiply the sum of Total Consumption and Total Other Charges amounts by 0.3% for England and Wales or 0.8% for Scotland. Please note that from 1/4/02 the FFL rate for England & Wales will be reduced to zero. FFL is not subject to VAT.

Kilowatt Hours (kWh)

This is the unit of measure for energy consumed, sometimes referred to as the units of measure for electricity supplied.

Supply Number (MPAN)

The electricity supply number is also referred to as the Meter Point Administration Number (MPAN) and is printed on each bill you receive.

The supply number starts with the letter S, followed by a 21 digit number which uniquely identifies your meter point.

You will see your supply number on the left hand side of your bill - with non half-hourly meters the first two digits will start with either 01,02,03,04,05,06,07 or 08.

MOVING PREMISES? Call 08456 009 621

If you are due to move out of your current premises please contact us either in writing, by telephone, or through our "Change Of Ownership" form via the web: www.totalgp.com, with the following details:

- Date the move is to take place
- Name of new occupant
- Your forwarding address and telephone number
- A meter read taken on the day you move out of the premises

INFORMATION

If you have a power cut or an associated emergency please contact the National Power Emergency Number on: 105.

For your information your local Distribution Network Operator is:

Northern Powergrid
Northern Powergrid
Northern Powergrid, Manor House, Station Road, Penshaw
Houghton-le-Spring, Tyne and Wear, DH4 7LA

Enquiries

If you have a query regarding this invoice or any other matter, please contact:

Customer Services Help Line - 03330 037 874

or visit:

www.totalgp.com

Budget Plan Payment Scheme:

This allows you to spread the cost of your electricity evenly across the whole year in 12 equal monthly payments

Statements

A statement of your account can be requested at anytime. If you wish to find out more details about any of these services, please call our Customer Services Help Line.

Energy Advice

To receive your free Energy Efficiency Advice pack please call us on 03330 037 874 or email energy.assistance@totalgp.com

Complaints Process

If you have a complaint, we will use our best endeavors to resolve it quickly and effectively. You should in the first instance raise this in writing or by telephone on 08456 013 754 with the managers of our Customer Services department. If we cannot resolve the problem, Citizens Advice consumer service offer free independent help and advice and can be contacted on 08454 040506, or via their website: www.adviceguide.org.uk. Please refer to our website: www.totalgp.com for our complaints handling procedure.

FUEL MIX DISCLOSURE DATA 04/2014 - 03/2015

To find out about renewable energies and how our power is generated, visit our website www.totalgp.com/fuel-mix-disclosure. This refers to the electricity supplied by TGP to its portfolio and does not reflect your individual supply make up.

Electricity supplied has been sourced from the following fuels	Coal	Natural Gas	Nuclear	Renewable	Other
Percentage of electricity supplied by Total Gas & Power	22%	21%	8%	45%	4%
Average for Great Britain (for comparison)	26.7%	29.7%	22.2%	19.3%	2.1%

Environmental Impact	
CO2 emissions	305 g/KWh
Radioactive waste	0.001 g/KWh

HOW TO CALCULATE NON HALF-HOURLY CHARGES

- To calculate the number of Billed Units (electricity consumed) deduct the present meter read from the previous and multiply this figure by the multiplier (Multi).
- Non half-hourly meters may have up to six registers. The time periods these refer to are stated on your invoice. Where more than one register has been used to generate a charge this will be shown. In such cases the Billed Units of each register for a particular time period should be summed together to give the 'total' Billed Units.
- Multiply the Billed Units by their respective Price to calculate the Cost.
- The total (Consumption) is the consumption for all the registers for the period of use. The total cost associated with the total consumption is stated.
- Multiply the Billed Units of the Standing Charge by the Price (if applicable).
- Multiply the Billed Units of the Capacity Charge by the Price (if applicable).
- Add together the Standing Charge and Capacity Charge to get the Total Other Charges.
- Apply CCL at the rate specified on your invoice unless any reductions apply.
- VAT is applied at Standard Rate unless any exemptions apply.
- The sum of these calculations amounts to the Total Electricity Sales.

