



SCOTTISHPOWER

24 hour emergency

V3.0004092018

Gas 0800 111 999

scottishpower.co.uk
0800 040 7002
8am - 7pm weekdays
8.30am - 1pm Saturday

Find us on



TRUE OBSESSION LTD
8 MERRIAL STREET
NEWCASTLE
ST5 2AD

Account number

1605 9552 589

Date **17 May 2018**

Page 1 of 5

Invoice number: **616001655673**

VAT number: **GB 659 3720 08L**

Supply Address: 8, MERRIAL STREET, NEWCASTLE, ST5 2AD

Dear Business Customer

Confirmation of your monthly gas Direct Debit Payment

We recently reviewed your account based on actual meter readings. We are pleased to tell you your payments do not need to change, and will remain at £8.71. Your payment date of 20th June 2018 remains unchanged.

Any questions?

Visit scottishpower.co.uk/directdebit for everything you need to know about your Direct Debit, including how you can take more control of your payments.

Thanks for being a ScottishPower customer.

Yours sincerely,

Lynda Clayton

Customer Service Director


PS. We've included some useful information on the back of this letter about your payments and how you could save by managing your energy more efficiently.

How we calculate your payments

We calculate the cost of the gas we forecast you'll use over the coming year, including any outstanding credit/debit and divide this figure by 12 to calculate your monthly payment. We carefully monitor how much gas your business uses, and change your payment up or down to make sure you're paying the right amount.

Use energy smarter and save

Reducing your energy use and using your energy more efficiently can help you save on your bills – but how do you get started? To help you, we've put together our top tips for this season below, and you can find even more at scottishpower.co.uk/ee



Switch off lights in empty rooms and you could cut your business Electricity costs by **up to 15%**.



When purchasing new equipment, you need to compare the whole life cost of a basic model with an energy-efficient model.



Dust your light bulbs!
A heavy coating can block up to half the light.



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Your gas invoice, actual use

Invoice period **13 April 2018-15 May 2018**. VAT on this invoice **£0.41**
You are on our **GAS BUS FIXED ACQ VI4 2YR PT2 JUN 2020** product



Business account	Your account	
<ul style="list-style-type: none"> ➔ Your next monthly payment of £8.71 will be taken on 20th May 2018. You don't have to take any action. ➔ This is a Climate Change Levy accounting document. ➔ Thank you for your custom. 	Last invoice	£0.00
	Payments	£0.00
	Opening balance	0.00
	Charges this period	
	Energy charges	£8.25
	Total climate change levy	£0.00
	Sub total (before VAT)	£8.25
	VAT at 5.00% On £8.25	£0.41
	Invoice total	£8.66
	Current balance	£8.66

- ➔ Why not use our online service? You can get a new or copy bill, update your meter readings or manage and view your payments. Just register at scottishpower.co.uk/smallbusiness.
- ➔ Our interactive phone service has the answers to the questions our business customers most often ask, such as CCL payments or VAT calculations. Just call us on 0800 040 7002.
- ➔ We can help you to keep your energy costs down. Simply go to scottishpower.co.uk/small_business for Energy Efficiency tips.

Important Contract Information

Fixed Price Period end date: 30th June 2020*

*Your current fixed price period, under your contract, ends on 30th June 2020. If you wish to terminate your current contract at the end of your fixed price period you must notify us in writing at any point before 30th June 2020. After this date, if you have not opted in to one of the new fixed price period tariffs we offer your business, we will automatically move you on to our standard fixed tariff for a further 12 month period which you can terminate by providing us with at least 30 days prior written notice to that effect. If you terminate your contract, but don't appoint a new supplier, you will move to our standard variable Terms and Conditions and prices from 1st July 2020. These prices are higher than our fixed prices and can vary at any time.

Energy charges this period

Gas		
Standard Gas	Meter number G4A00359991101	
Start Reading	1286 Estimated 13 Apr 18	
End Reading	1286 Actual 15 May 18	
Units used	0 = 0 kWh (kilowatt-hrs) used	
13/04/18 to 15/05/18	Consumption charge, 0 kWh x 3.470p =	£0.00
13/04/18 to 15/05/18	Standing charge, 33 days x 25.000p =	£8.25
Your gas meter point reference number	Total gas charges	£8.25
<input type="text" value="2532711900"/>		

Total energy charges this period	£ 8.25
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Levies		
Climate change levy		
CCL Not applicable. Supply is small (deminimis).		
	Total Levies	£0.00

VAT		
Vat at 5.00% on £8.25		£0.41
	Total VAT	£0.41

Calculating your gas charge

To make a comparison across gas and electricity we convert gas units used to kWh (kilowatt-hrs) used.

$$\begin{array}{|c|} \hline \text{gas units} \\ \text{used} \\ \hline \end{array} \times \begin{array}{|c|} \hline \text{calorific} \\ \text{value} \\ \hline 39.40000000 \\ \hline \end{array} \times \begin{array}{|c|} \hline \text{volume} \\ \text{correction} \\ \hline 1.02264000 \\ \hline \end{array} \div \begin{array}{|c|} \hline 3.6 \\ \hline \end{array} = \begin{array}{|c|} \hline \text{gas used} \\ \text{expressed in kWh} \\ \hline \end{array}$$

Other important information

Complaints

We are confident we will resolve your query satisfactorily. If after contacting us you remain unhappy, please phone **0800 040 7002** and ask for our dedicated Customer Care Team. If your complaint is not resolved within 8 weeks, or you receive our Final Offer letter, you can take your complaint to the Energy Ombudsman. They are an independent service specialising in resolving customer complaints in an impartial way. You can contact them on 0330 440 1624 or enquiries@os-energy.org

Your supply

In case of emergency: gas, Please call **0800 111 999 straightaway**. Lines open 24 hours.

Special Needs

If you have special needs, register with us. Call 0800 027 1122. For example we can provide bills in large print, Braille or on audio tape.

Moving premises?

If you're moving premises, please contact us on **0800 040 7002** within 28 days with the following information:

- Your move date
- Your future contact details
- Your final meter read
- Name and contact details for the future owner / occupier

You can also complete your move online by visiting www.scottishpower.co.uk/moving or e-mailing us at www.scottishpower.co.uk/contactusSME

Energy Efficiency

View your consumption information at www.scottishpower.co.uk/myaccount. You can find more information about ScottishPower's Energy Smart Pack at www.scottishpower.co.uk/Small_Business, alternatively you can contact us as at EnergySmart@scottishpower.com or you can phone our free Business Energy Efficiency line on 0800 027 1002.

Explanation of VAT and Climate Change Levy .

ScottishPower collect Climate Change Levy or CCL together with VAT from businesses on behalf of the Government. Climate Change Levy or VAT is charged depending on your average daily consumption.

If you are an electricity customer and you consume more than 33 units per day then you will be charged CCL or VAT at the full rate.

If your average daily consumption is below 33 units per day then CCL will not be charged in this period, however, VAT will be charged but at the lower rate.

Remember - Although CCL is charged on the basis of kWh consumed per day, this is averaged over the period of the bill. A business can be charged CCL for one bill and not for the next, should your consumption change etc.

For further details, why not ask your Accountant for more information.