

Invoice

Kenways Guest House
9 Victoria Park Avenue
Scarborough
North Yorkshire
YO12 7TR

Account Number:
Date of Invoice:
Invoice Period:
Invoice Number:

BES938205G
05/09/2019
31/07/2019 - 30/08/2019
400465739

Your Account Summary

For the period 31 Jul 2019 - 30 Aug 2019

Gas Charges For This Bill	£18.52
VAT	£0.93
Total Charges For This Bill	£19.45
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Prepayments and Credits against this Bill	
Payment	£0.00
Credit	£0.00

£19.45 will be collected on 12/09/2019 by Direct Debit.

Important Contract Information

Your Contract End Date and Termination Date are shown on the enclosed Gas Site Summary Sheet(s). Your contract will be automatically extended, unless you agree a renewal deal with us or send us a termination notice via email or post to the addresses shown in the Contact Us section on the back of your bill. You can send this at any time but we need to receive it no later than the Termination Date.

Gas Site Summary for 9 Victoria Park Avenue, North Yorkshire YO12 7TR

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Gas Charge Details - 31/07/2019 to 30/08/2019

Supply Address: 9 Victoria Park Avenue, Scarborough, North Yorkshire, YO12 7TR

Gas Consumption Charges

Meter Point	Contract End Date	Termination Notice Date	Charges
MPRN 1920165510 See Detail Page	03/07/2023	04/06/2023	£8.32

Additional Gas Charges

Charge Type	Charge Dates	Quantity	Price	VAT	Charges
Standing Charge	31 Jul 19 to 30 Aug 19	30 days	34.00 p/day	5%	£10.20

Gas Levies

Climate Change Levy	£0.00
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VAT

VAT @ 5% on £18.52	£0.93
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Total Gas charges for this site

£19.45

Consumption details for MPRN 1920165510

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MPRN Charge Details - 31/07/2019 to 30/08/2019

Supply Address: 9 Victoria Park Avenue, Scarborough, North Yorkshire, YO12 7TR MPRN reference: 1920165510

Reading key: A = Actual, C = Customer, E = Estimate, Z = Smart, F = Final, I = Initial

Meter Readings

Meter ID	Previous Read	Date	Current Read	Date	Volume Correction	Calorific Value	m ³
G4A00966161201	8252.0 (C)	31 Jul 19	8266.8 (C)	30 Aug 19	1.02264	39.8	15.0

Gas Consumption Charges

Charge Dates	Type	Quantity	Price	VAT	Total
31 Jul 19 to 30 Aug 19	Standard	168.3 kWh	4.9400 p/kWh	5%	£8.32

Gas consumption charges before tax for this MPRN

£8.32

Queries about your bill

If you have a query, please contact our Customer Services Team. You can call us on 0344 5678 427, use live chat on our website www.besutilities.co.uk, e-mail us at customerservices@besutilities.co.uk or write to us at the address shown on the front page of your invoice. We're here to help from 8:30am to 5:30pm, Monday to Friday.

Resolving your complaint

If you have a complaint, we want to resolve it as quickly as possible and to your satisfaction. You can raise a complaint using the contact details shown above in the section above. More information about our complaint escalation procedure is available at www.besutilities.co.uk/complaints or you can request a hard copy, free of charge, from our Customer Services Team.

Our aim is always to resolve your problem to your satisfaction ourselves. If we're unable to help, independent support is available:

The Citizens Advice consumer service offers free and independent advice on a range of issues including energy. You can call them on 03454 04 05 06 or visit their website at www.citizensadvice.org.uk/energy

If your complaint remains unresolved after 8 weeks, or if we send you a deadlock letter, you can take your case to Ombudsman Services: Energy, which offers a free and impartial service to resolve disputes between energy customers and suppliers. Following an investigation, if you agree with the decision it is binding on your supplier. You can find more information by calling Ombudsman Services: Energy on 0330 440 1600 or visiting their website at www.ombudsman-services.org

Phone calls

Calls may be monitored and/or recorded for security, quality or training purposes. Calls from landlines to 0344 numbers may vary in price with each operator. Calls from mobiles will be higher. Please check with your operator for exact charges.

Energy efficiency advice

For energy efficiency advice, please contact our customer services team on the details shown above.

Moving business premises?

If you are planning to move premises or just moving into a new premise, please be sure to inform us immediately on the following information:

- Final meter reading(s)
- Your forwarding address
- The new occupier's and/or landlords contact details

It is important that we receive this information, to ensure that we only bill you for the period you're responsible for the utility supply at the property.

You may be liable for the cost of energy supplied past the date you leave the premises until:

- The next actual meter reading is taken by our meter reading agency or
- The new occupier requires a supply

Call our Change of Tenancy Department on 0344 5678 427 or e-mail ChangeOfTenancy@besutilities.co.uk.

Gas Escapes

National Grid operates a 24-hour emergency service. If you smell as or think you have a gas leak, you should contact them immediately on **0800 111999**.

Understanding how we work out your gas bill

Please follow the easy steps below:

- 1) Take the previous meter reading from the present reading.
- 2) Multiply the figure by 2.83 to give the number of cubic meters of gas supplied. (This step is not needed if you have a metric meter. This can be found by looking at the gas meter serial number on the front of this bill which will show one of the following (I) – Imperial or (M) – Metric after the number.)
- 3) Multiply the figure by the Volume Correction Factor (See Conversion) and then by the Calorific Value (CV) both shown on the front of this bill.
- 4) Divide the figure by 3.6 to give the number of kilowatt hours (kWh).
- 5) This is then multiplied by the price per kWh (shown on the front of this bill) to give the gas charge.

Calorific Value

The Calorific Value is the energy content of gas. Transco tells us the calorific value of as supplied in your area. We are required to use the average calorific value over the period of your bill under the terms of our Supplier License.

VAT Declaration Certificates and CCL

As a business customer, if you want to declare that a percent of your energy is used for domestic purposes, or there is a change in your circumstances which affects your declaration and the VAT you pay (see our terms and conditions), please contact our Customer Service Department. Climate Change Levy (CCL), is a government implemented tax introduced to encourage energy saving, it is applied to most business customers paying the standard rate of VAT and is based on the amount of energy being consumed by your business and therefore the amount of CCL on your bill may vary each month. For further information, please contact the HMCE helpdesk on 0845 010 9000 or email helpdesk.cci@hmce.gov.uk.

Payment by Direct Debit

Unless otherwise stated, payment is due 7 days from the date of the invoice by Direct Debit, or the following working day. **If you are a Gas Budget Payment Plan customer**, your payment will be collected on the third Tuesday of each calendar month, unless otherwise agreed in writing. Please contact us if you require a further Direct Debit instruction. If, subject to prior written agreement with us, you wish to make a payment by BACS or directly into our bank account, the details you need are below (please note that your BES customer number needs to be used as the reference number for the payment):

- Bank: Lloyds Bank
- Sort Code: 30-95-11
- Account Number: 01176421
- Account Name: Business Energy Solutions trading as BES Commercial Gas

This clause replaces any previously agreed payment terms.

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored by your own bank or buildingsociety.
- If the amounts to be paid or the payment dates change, BES Commercial Electricity Ltd, will notify you 7 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by BES Commercial Electricity Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel your Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

Difficulty paying your bill

If you are having problems paying your bill, there may be ways we can help, but it's important that you let us know as early as possible about your circumstances. Please contact our customer services team using the information provided on the front page of this bill.

For free, independent and confidential advice about debt or cash flow issues, you can contact the business debt line on 0800 197 6026 or visit their website at www.businessdebtline.org.

The Business Energy Solutions Fund

In September 2015, BES created The Business Energy Solutions Fund – a market leading initiative which is designed to help our struggling gas and electricity customer to stay afloat by freezing and writing-off historic debts, provided the customer can demonstrate a commitment to getting back on track with their payments.

The Business Energy Solutions Fund is independently managed by Charis Grants. For more information about the fund or to apply, please visit www.businessenergysolutionsfund.co.uk.

Terms & Conditions of supply

We supply our energy under the Terms & Conditions of supply. You will have received a copy of our Terms & Conditions at the time you entered into contract with us. If you do not have a contract with us, we will be supplying you on a Deemed Contract basis. Information regarding our Terms and Conditions of supply is available from our website or Customer Services Department.

Legal information

BES Utilities is a generic reference to BES Commercial Electricity Ltd (registered in England & Wales No.06882734), and Business Energy Solutions Ltd T/A BES Commercial Gas (registered in England & Wales No.04408013). The registered address for both companies is Parkside Stand, Fleetwood Town Football Club, Park Avenue, Fleetwood FY7 6TX.