

Your bill explained

- 1 Invoice type:** This area shows you whether your invoice is for gas or electricity.
- 2 Invoice period:** This shows you the period for which you're being billed.
- 3 Total amount:** This section shows the total amount, if any, that will be taken from your bank account.
- 4 Consumption graph:** A visual snapshot that will help you keep track of your energy usage.
- 5 Type of read:** This section will tell you whether your bill is based on an estimate or an actual read. Help us keep your bills accurate by submitting regular meter readings.
- 6 Contact us:** Here are our contact details. If you have a question please let us know and we'll be happy to help.
- 7 Your account number:** Using this number when contacting us will help us find your account quicker.
- 8 Emergency contact:** In the case of a power cut or gas leak please ring this number. Your distributor is responsible for the distribution of electricity and gas to your local area.

Invoice front

1 Your business electricity bill

2 For: Company Name, Street Name, City, Postcode
Invoice period: 24 December 2013 to 08 January 2014
Online account PIN: 01234567

3 **Total to pay** £508.13
 We'll collect this on or soon after 05/02/2014

4 **Your average usage**
 190kWh per day
 Your average daily usage per calendar month over the last year

5 **Type of read:** Current month / Based on meter reading / Based on estimate. This bill is based on an estimated read. Submit a read before 16:00/2014 and we'll use it to calculate your next bill.

6 **Contact us:** t: 0843 227 2377, 8am - 6pm Monday - Friday, e: contactus@opusenergy.com

7 **Your account number:** 123456

8 **Power cut:** call 0800 195 4141. Your distributor is NORWEB, www.enw.co.uk

9 **Tips:** You can see how much energy you've used for this month on the back of your invoice. Use the Readings section of your invoice to keep track of your meter readings and energy usage.

- 9 Tips:** In this section we'll send you useful information to make sure being an Opus Energy customer is hassle free.
- 10 Meter serial number:** This is the serial number for the meter that supplies your property. This number will match the number on your meter.

Invoice back

10 **Readings for meter number K07W123456**

Date	Reading	Multiplier	kWh used
23/12/2013	1017.0	Actual	
08/01/2014	1097.0	Estimated	10.00 800kWh
23/12/2013	3449.0	Actual	
08/01/2014	3674.0	Estimated	10.00 2,250kWh

11 **Charges on this bill**

Charge	Rate	Amount
Night Rate	800.00kWh at 8.140per kWh	£65.12
Day Rate	2250.00kWh at 14.710per kWh	£330.98
Other Charges		
CCL Stamp Charge		£15.98
Standing Charge	16.00days at 71.000per day	£11.36
Charges on this bill inc. VAT		£423.44
VAT at 20% on £423.44		£84.69
Total Charges on this bill inc. VAT		£508.13

12 **Site details:** Site reference: 156478, Site number: 1234567, Supply number: 5 11 111111 11 11

13 **Contract details:** Contract end date: 21/05/2015, Relevant date: 20/02/2015

14 **Get in touch:** Call may be needed for naming and verification purposes. e: contactus@opusenergy.com, www.opusenergy.com

15 **Customer Service:** Opus Energy Limited, Royal Pavilion, 2 Summerhouse Road, Northampton NN3 6B1, t: 0843 227 2377, www.opusenergy.com

16 **Committed to customer service:** If you have an issue please contact us so we can put things right. t: 0800 010 0841, e: customercare@opusenergy.com

- 11 Readings:** This section lists the meter readings that we've received. Your readings will either be actual or estimated depending on when you last submitted a meter reading.
- 12 Bill breakdown:** This section highlights all the charges on this bill to give you an overall total billing amount.

- 13 Supply number:** This is a unique number and is used to identify you within the electricity or gas system. This is not the same as your meter number, which appears on your meter.
- 14 Contract details:** In this section you can find your contract end date and relevant date.
- 15 Get in touch:** Here are all the ways you can get in touch with us.
- 16 Committed to customer service:** We want to provide you with the best possible customer service. If you have any complaints please let us know and we'll work hard to put things right.