



FNAM LTD
181 FNAM ROAD
FNAM
AB1 2CD

Find us on



Account number

7000 0000 008

Date 28 April 2014

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Invoice number: 060002831568

VAT number: GB 659 3720 08L

Supply Address: 181, FNAM ROAD, FNAM, NFNAM, AB1 2CD

Your electricity invoice, actual use

Invoice period 31 March 2014-28 April 2014. VAT on this invoice £50.88

You are on our ELEC BUS FIXED REN VC2 1YR PT4 JUN 2014 product



Table with 2 main columns: Business account and Your account. Includes details on payments, charges, and current balance.

- 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.

Fixed Price Period End date: 31st May 2014\*

\*Your current fixed price period, under your contract, ends on 31st May 2014. After this date, unless you notify us, we will automatically move you on to another 12 month fixed price contract. If either you do not want to move to a new fixed price contract or you wish to terminate your contract at the end of your current term, you must notify us in writing at any point before 1st May 2014. Your business will then be moved on to our Standard Variable Contract prices, which are subject to change, on 1st June 2014.

## Energy charges this period

Electricity		
<b>Economy 7 : Day Charge</b>	<b>Meter number L92A10712</b>	
Start Reading	93710 Customer read 31 Mar 14	
End Reading	95277 Customer read 28 Apr 14	
Units used	1567 = 1567 KWh (kilowatt-hrs) used	
31/03/14 to 28/04/14	Consumption charge, 1567 kWh x 12.064p =	£189.04
31/03/14 to 28/04/14	Standing charge, 29 days x 32.376p =	£9.39
<b>Economy 7 : Night Charge</b>	<b>Meter number L92A10712</b>	
Start Reading	22750 Customer read 31 Mar 14	
End Reading	23254 Customer read 28 Apr 14	
Units used	504 = 504 KWh (kilowatt-hrs) used	
31/03/14 to 28/04/14	Consumption charge, 504 kWh x 8.882p =	£44.77
<b>Total electricity charges</b>		<b>£243.20</b>

<b>Total energy charges this period</b>	<b>£ 243.20</b>
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Levies						
<b>Climate change levy</b>						
From	Days	Units Used	Non-exempt %	Chargeable KWh	P per unit	
31/03/2014	1	71	100 %	71	0.524	£0.37
01/04/2014	28	2000	100 %	2000	0.541	£10.82
<b>Total Levies</b>						<b>£0.00</b>

Payments received		
Payment	02 Apr 14	-£474.00
<b>Total payments received</b>		<b>-£474.00</b>

VAT	
Vat at 20.00% on £254.39	£50.88
<b>Total VAT</b>	<b>£50.88</b>

## 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 0845 055 0760 or [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk).

### Your supply

Your Electricity is delivered by **UK Power Networks - London**. If there's a problem with **UK Power Networks - London** equipment, call **0800 028 0247** (24 hours) or write to **UK Power Networks - London, Customer Relations Manager, Fore Hamlet, Ipswich, IP3 8AA**. 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](http://www.scottishpower.co.uk/moving) or e-mailing us at [www.scottishpower.co.uk/contactusSME](http://www.scottishpower.co.uk/contactusSME)

### Energy Efficiency

View your consumption information at [www.scottishpower.co.uk/myaccount](http://www.scottishpower.co.uk/myaccount). You can find more information about ScottishPower's Energy Smart Pack at [www.scottishpower.co.uk/Small\\_Business](http://www.scottishpower.co.uk/Small_Business), alternatively you can contact us as at [EnergySmart@scottishpower.com](mailto: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.