# Your new ScottishPower invoice explained

ScottishPower: switching you on to the right choice for your business.



# About your new invoices

At ScottishPower, we have listened to feedback from our customers and have used your comments and suggestions to produce a new, improved invoice design – making it easier to understand and use.

We've changed the way it looks, to make it easier for you to read and navigate.

Information has been arranged into sections, to help give you a clearer understanding of your invoices, with important information highlighted to make it stand out.

Some of the changes you will notice on your new invoice are:

- clearer explanation of charges
- we will show only what is relevant to you
- information arranged into sections making it easier to navigate
- important information is highlighted
- an "at a glance" Account Summary showing charges, payments and how much is outstanding
- the purple "message box" on the front of your new invoice allows us to tell you important information about your account and relevant services we can offer you
- what you have agreed in your energy contract is what will appear on your invoice – all charges will be clearly displayed

# Overview of your new invoices

Your new invoice consists of a number of different pages and sections.

The actual invoices you receive will vary, depending on a number of factors – such as whether you are a business or a household with a large energy supply; whether we supply your energy to more than one of your business's sites and what type of meter you have.

### **Invoice Types**

#### 1. Invoice Summary

This is a 2 page invoice, which summarises your electricity charges.

#### 2. Site Sheet for electricity supply – Half Hourly

This is a breakdown of the electricity charges for an individual supply address, where the supply is recorded Half Hourly. Where you have more than one electricity supply address, an electricity site sheet will be produced for each supply address.

#### 3. Site Sheet for electricity supply – Non Half Hourly

This is a breakdown of the electricity charges for an individual supply address, where the supply is Non Half Hourly. Where you have more than one electricity supply address, an electricity site sheet will be produced for each supply address.

#### 4. Statement

Statement of account for Group Customers – Statements will be produced in reference number order.

#### 5. Site Summary – Groups

If you are a Group customer currently receiving Group Wide Statement Invoicing reports, you will continue to receive Site Summary Statements. These provide you with a summary of all invoices issued during the period for your Group.

If you have any questions which are not covered in this guide, please call us on 0845 213 0205.





Statement

Site Summary





7

2

### Invoice Summary

This is a summary of your energy invoice. If we supply more than one of your sites with energy, then this invoice could include these. In some cases this is your tax invoice and other instances, this may be simply a statement – your invoice will indicate whether it has to be paid or not.

#### 7. Summary of Charges

This is a summary of your invoice, including charges, discounts and VAT.

FRONT

#### 8. Service

Displays the description of charges that this invoice is for.

#### 9. Invoice Period

Advises you of the period that your invoice covers.

#### 10. Total Electricity Charges (excluding VAT)

The total electricity charges for this period, excluding VAT.

#### 11. Total Charges (excluding VAT)

Details the total amount due for this period, excluding VAT.

#### 12. Total VAT

VAT will be calculated on your invoice at the prevailing VAT rate(s). This will show you the VAT % rate(s) and the amount(s) the rate(s) has been applied to. Shows the total VAT due on this invoice.

#### 13. Total Charges (including VAT)

The total amount due for this period, including VAT.

#### 14. Method of payment

If you have chosen to pay by Direct Debit, a message will be displayed advising when the payment for this invoice will be deducted from your bank. If you have chosen not to pay by direct debit, a bank giro slip will be displayed here.

#### 1. Description of Document

This will advise if the document is a tax invoice or statement and whether it is for payment or not. For example, it may be a Tax Invoice, which has to be paid; a Statement, which is for information only; or another type of invoice such as Credit Note.

#### 2. Address

This is the name and address where the invoice or statement will be sent – this may be different from the supply address.

#### **3. Contact Details**

Details of how to get in touch with us are shown here. You can contact us by telephone, email or by writing to us.

#### 4. Account Number

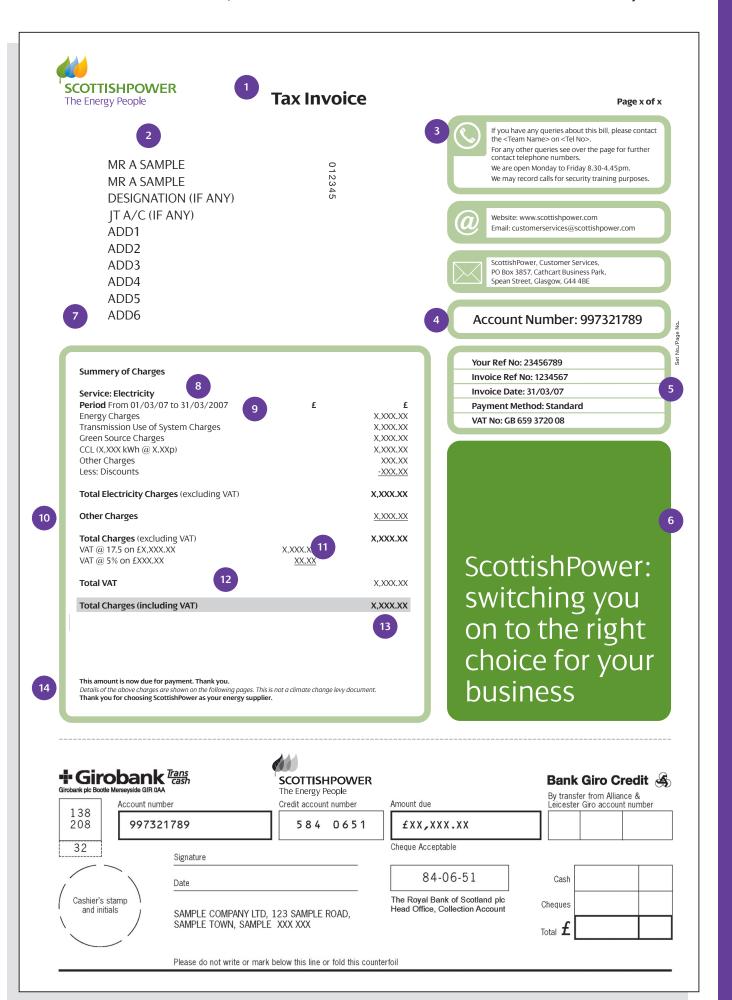
Your 9 digit customer account number – please have it to hand if you need to get in touch with us.

#### 5. Customer Account/Details

This is where you will find some important information relating to your invoice such as Invoice Date and Invoice Reference Number, as well as the Payment Method you have chosen. If you supplied a reference number, such as a purchase order or accounting code, this will appear against Your Ref No.

#### 6. Message Panel

This is where we will display any important information in relation to your account. In addition to this, we will also display the latest information about other ScottishPower services and products we believe could benefit your business.



### Invoice Summary



#### **15. Statement of Account**

Your tax invoice will show a statement of your account, including:

a) total payments received in the periodb) the amount of this invoicec) the total amount you need to pay

#### 16. In Case of Emergency

This section will advise you of contact details in the event of a power cut or if you notice electricity equipment that appears to have been damaged or gives cause for concern.

#### **17. Change of Tenancy or Premises**

What to do if your business moves or there is a change to your details.

#### **18. Advice and Enquiries**

How you can get in touch with us. This also shows how you contact us to get your problem resolved if you are unhappy with our service. Also provided are contact details for Energywatch, who will take your complaint on board if we fail to resolve the issue to your satisfaction.

#### **19. Minicom Service**

Details of our Minicom Service for those with hearing difficulties.

#### 20. Climate Change Levy (CCL)

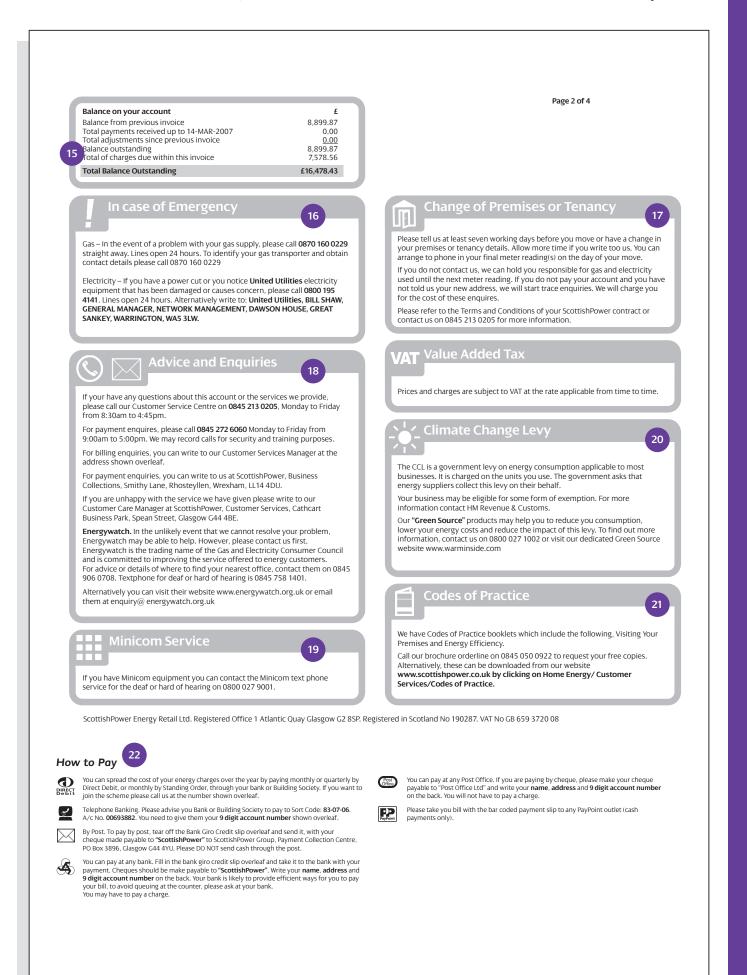
Information on the government Climate Change Levy (CCL), which may be charged on the units you use. You can also find out how you might be able to reduce the impact of this levy on your business. *In April 2001, the Government introduced a climate change levy on business use of energy.* 

#### 21. Codes of Practice

How to obtain further information about our services.

#### 22. How to Pay

Explains how and where you can pay your invoice. Note: If you are a Payment Plan customer or pay by Direct Debit, then you will already be paying for your energy charges. The statement that you receive is for information only – no further action is required.



## Site sheet for electricity supply Half Hourly

This is a breakdown of the electricity charges for an individual supply address, where the supply is recorded Half-Hourly. Where you have more than one electricity supply address, an Electricity Site Sheet will be produced for each supply address.

### 1. Invoice Type

This advises you that this sheet is not a Tax Invoice. This is a site sheet which details your electricity charges.

#### 2. Supply Address

This identifies the electricity supply address.

#### 3. Details of Electricity Charges

Tells you that this invoice is for the supply of electricity and the period that your electricity invoice covers.

#### 4. Your Ref No.

If you have given us any reference numbers to quote on your invoice, for example, a Purchase Order number or internal accounting code, it will be displayed here.

#### 5. Invoice Ref No. and Date

The reference number and date of your electricity invoice – you will need these if you want to talk to us about your new invoice.

#### 6. Electricity Supply Number

This is your unique meter number for electricity, also referred to as MPAN. If you have more than one meter, the other supply numbers will appear on the last page of the electricity invoice.

#### 7. In Case of Emergency

This contains details of who to call in an emergency, such as loss of electricity supply.

#### 8. Account Number

Your 9 digit customer account number will be displayed here – please have this to hand if you need to get in touch with us.

#### 9. Green Source

If you have chosen to buy renewable energy from us, ScottishPower's Green Source logo will appear on your electricity invoice.

FRONT

#### 10. Energy Charges

Here you will find details of any standing charges. If you have a Maximum Demand supply, your demand related charges will be detailed.

#### **11. Energy Consumption**

The kWh units used for similar Time Periods for all registers and meters are subtotalled before applying the relevant unit price(s) to the subtotal kWh for each Time Period.

#### 12. Energy Consumption Subtotal

The total number of Units Used (kWh) and the cost of Units Used (kWh) for this invoice period.

#### 13. Distribution Use of System Charges

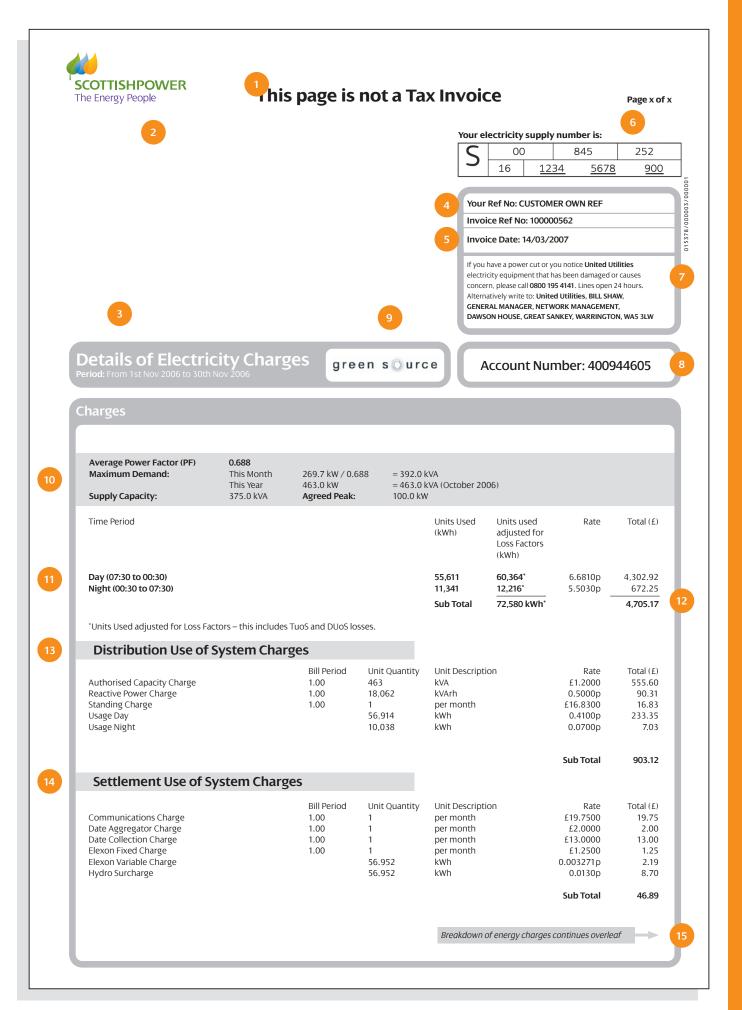
Variable charges will be applied to your invoice if you have agreed this as part of your energy supply contract. These charges will be applied to your invoice in the same way they have been applied to us by the company who distributes electricity to your premises.

#### 14. Settlement Use of System Charges

Details of Settlement charges applied to your account. These were previously "rolled" up charges but are now unbundled to show the value of each charge.

#### **15. Continuation mark**

Where your invoice continues onto another page, you will be prompted to turn over the page.



### Site sheet for electricity supply Half Hourly



#### 16. Transmission Use of Charges

Charges made by the National Grid Company (NGC) for the use of their system will be shown on your invoice. The charges vary according to the location to which the electricity is supplied and are published by the NGC.

#### **17. Green Source Charges**

The cost of any renewable energy you have chosen to buy from us.

#### 18. Levies

Any levies that may apply to the electricity you consume, will appear fully itemised on your electricity invoice. This will detail the type of levy; if you are entitled to relief from any Levies, it will detail by how much; it will show how much energy each Levy is applied to as well as the total cost of any Levies.

#### **19. Other Charges**

Any other charges or credits will be itemised, showing the relevant VAT rate applicable against each charge or credit.

#### 20. Discounts

Any discounts applicable to your electricity charges, can be itemised.

#### 21. Total (excluding VAT)

The total of all electricity charges in the period, before VAT.

#### 22. VAT

VAT will be calculated at the applicable rate(s) for your business and detailed in full. Small Supply for VAT purposes: If your electricity consumption falls below a certain level of kWh per day (currently <33 kWh per day, as set by HMRC), you may be classed as a small supply for VAT purposes. If applicable, your invoice will highlight this.

#### 23. Total (including VAT)

The total amount due for this invoice.

#### 24. Climate Change Levy Accounting Document

In April 2001, the Government introduced a climate change levy on business use of energy. Your statement will indicate whether it is a Climate Change Levy accounting document.

#### 25. Electricity Supply Numbers

Your main supply number will be shown on the front of your electricity invoice. Any additional supply numbers will appear here at the end of your invoices.

Invoice Summary

Electricity Supply Half H

Statement

Page	4	of	4
1 use	-	0.	-

Time Pe	eriod				Bill Period	Units (kWh)		Units Used adjusted for Loss Factors			
	Demand	for Loca Facto	rc 1.09		1/5	300		( <b>kWh</b> ) 324 *	£12.0261		
Units C	ised adjusted	l for Loss Facto	15 - 1.08					Sub Total			
Gree	n Source	e Charges	5								
Source		From	Days		its Used Period (kWh)	Greer %	Source	Green Sourc Units (kWh)		Green Source Premium (p)	
Green	Source	01/11/06	30	66	6,952	10		6,695		0.4300	
								Sub Total			
Levie	s										
Туре	From	Days	Units	Business %	Renewable %		CHP %	Non-exempt %	t Non-exempt Units	Rate	
CCL	01/11/06	30	66,952	100	10 Green Sc	urce	0	100	60,256	0.4300p	
								Sub Total			
Othe	r Charge	es									
								Internet Ir	voicing Charge	1	
								Sub Total			
Disco	ounts										
								Eporgy Di	sc. 10%of £4,70	15 17	
								21 Sub Total		5.17	
								Total (exc	luding VAT)		
VAT											
This bil	l is split 0% d	lomestic use, <sup>2</sup>	100% non-d	omestic use				VAT @ 17.5% on £6,449.84			
								Total			
							23	3 Total (inc	luding VAT)		£
								This is a clir	nate change levy a	ccounting docur	ner
	25								24		
		ctricity Supply	Numbers a	re:							
1600123	3456788										

## Site sheet for electricity supply Non Half Hourly

This is a breakdown of the electricity charges for an individual supply address, where the supply is not recorded Half-Hourly. Where you have more than one electricity supply address, an Electricity Site Sheet will be produced for each supply address.

### FRONT

#### 1. Invoice Type

This advises you that this sheet is not a Tax Invoice. This is a site sheet which details your electricity charges.

#### 2. Supply Address

This identifies the electricity supply address.

#### 3. Electricity Supply Number

This is your unique meter point number for electricity, also referred to as MPAN (main meter). If you have more than one meter, the other supply numbers will appear on the last page of your electricity invoice.

#### 4. Your Ref No.

If you have given us any reference numbers to quote on your invoice, for example, a Purchase Order number or internal accounting code, it will be displayed here.

#### 5. Invoice Ref No. and Date

The reference number and date of your electricity invoice – you will need these if you want to talk to us about your new invoice.

#### 6. In Case of Emergency

This section will advise you of contact details in the event of a power cut or if you notice electricity equipment that appears to have been damaged or gives cause for concern.

#### 7. Details of Electricity Charges

Informs you that this invoice is for the supply of electricity and the period that your electricity invoice covers.

#### 8. Green Source

If you have chosen to buy renewable energy from us, ScottishPower's Green Source logo will appear on your electricity invoice.

#### 9. Account Number

Your 9 digit customer account number will be displayed here – please have this to hand if you need to get in touch with us.

#### **10. Invoice Period**

This is the period the invoice covers.

#### 11. Energy Charges

Here you will find details of any standing charges. If you have a Maximum Demand supply, your demand related charges will be detailed.

#### 12. Energy Consumption Charges

This is where you will find details of your energy consumption

during the period. Energy consumption will be displayed by Time Period. Your invoice will tell you the total number of units and charges for each Time Period of the day, as well as the overall number of units chargeable and the cost of electricity consumed.

#### 13. Meter Serial Header

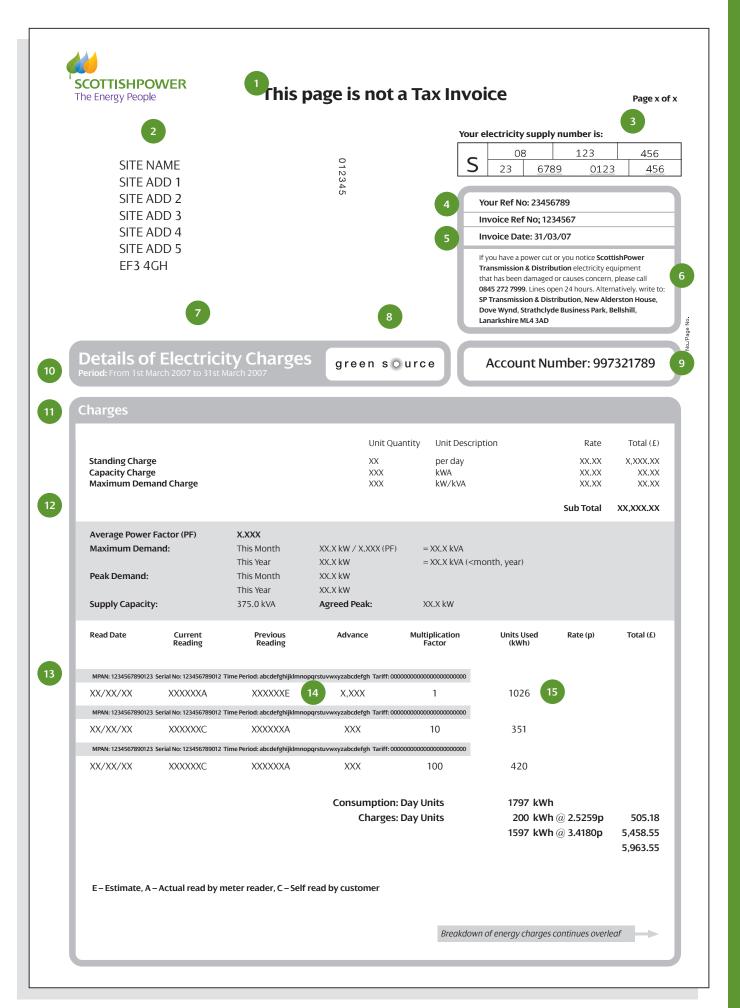
This is displayed above each row of electricity consumption and identifies which meter and / or register the consumption relates to.

#### 14. Reading Type

This explains whether the Current or Previous Reading is: A – an actual meter reading that has been taken by ScottishPower. C – a reading that you have provided to us. E – an estimated meter reading.

### 15. Consumption for this Time Period

The total number of Units Used (kWh) for this Time Period.



Site Summary

## Site sheet for electricity supply Non Half Hourly



#### 16. Charges for this Time Period

The cost of Units Used (kWh) multiplied by the Rate, for this Time Period.

The kWh units for similar Time Periods for all registers and meters are subtotalled before applying the relevant unit price(s) to the subtotal kWh. If multiple or stepped rates apply, these will be calculated and shown separately.

#### 17. Subtotal for this Time Period

The total cost of Units Used (kWh) for this Time Period.

#### 18. Subtotal of Energy Consumption

The total Units Used (kWh) and the total cost of energy consumed in the invoice period.

#### **19. Green Source Charges**

The cost of any renewable energy you have chosen to buy from us.

#### 20. Levies

Any levies which may apply to the electricity you consume, will appear fully itemised on your invoice. This will detail the type of Levy; if you are entitled to relief from any Levies, it will detail by how much; it will show how much energy each Levy charge is applied to as well as the total cost of any Levies.

#### 21. Other Charges

Any other one-off charges or credits will be itemised, showing the relevant VAT rate applicable against each charge or credit.

#### 22. Discounts

Any discounts applicable to your electricity charges, can be itemised.

#### 23. Total (excluding VAT)

The total of all electricity charges in the period, before VAT.

#### 24. VAT

VAT will be calculated at the applicable rate(s) for your business and detailed in full.

Small Supply for VAT purposes: if your electricity consumption falls below a certain level of kWh per day over the period (currently <=33kWh per day, as set by HMRC), you may be classed as a small supply for VAT purposes. If applicable, your invoice will highlight this.

#### 25. Total (including VAT)

The total amount due for this invoice.

#### 26. Electricity Supply Numbers

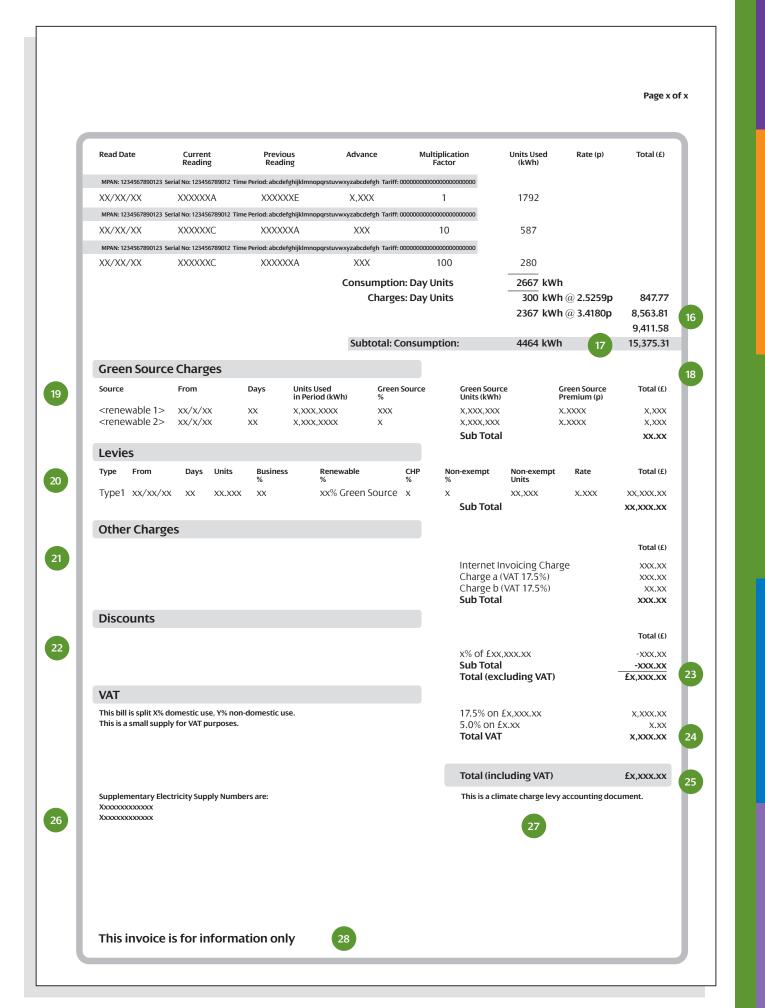
Your main supply number will be shown on the front of your electricity invoice. Any additional supply numbers will appear here at the end of your invoice.

#### 27. Climate Change Levy Accounting Document

Your invoice will indicate whether it is a Climate Change Levy Accounting Document.

#### 28. For information only

If your electricity invoice is not a Tax Invoice and should not be paid, it will clearly state that it is for information only.



### Statement

### FRONT

#### 1. Description of Document

This will advise if the document is an invoice, statement or for information only. This will advise if this is for payment or not.

#### 2. Address

This is the name and address your statement will be sent to.

#### 3. Contact Details

Details of how to get in touch with us are shown here. You can contact us by telephone, email or by writing to us.

#### 4. Account Number

Your 9 digit customer account number – please have this to hand if you need to get in touch with us.

#### 5. Customer/Account Details

This is where you will find some important information relating to your invoice such as, invoice date and invoice reference number as well as the payment method you have chosen. If you have supplied a reference number, such as a purchase order or accounting code, this will appear against Your Ref No.

#### 6. Message Panel

This is where we will display any important information in relation to your account. In addition to this, we will also display the latest information about other ScottishPower services and products we believe could benefit your business.

#### 7. Summary of Charges

This is a summary of your invoice, including charges, discounts and VAT where applicable. Customers can choose not to display discount information on the Group Statement.

#### 8. Service

Displays the description for charges that this invoice is for.

#### 9. Invoice Period

Advises you of the period that your invoice covers.

#### 10. Total Electricity Charges (excluding VAT)

The total electricity charges for this period, excluding VAT.

#### 11. Total VAT

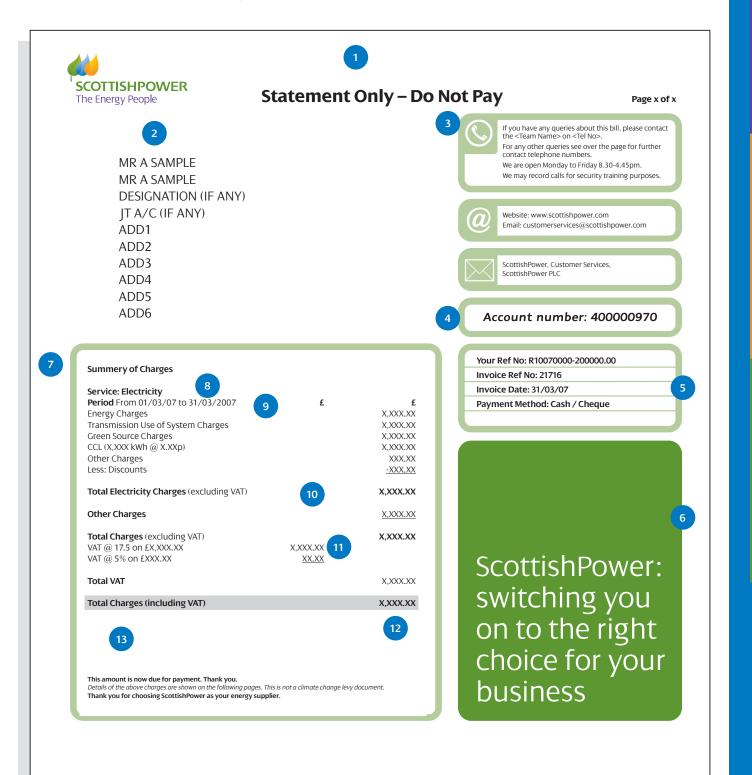
VAT will be calculated on your invoice at the prevailing VAT rate(s). This will show you the VAT % rate(s) and the amount(s) the rate(s) has been applied to. Shows the total VAT due on this statement.

#### 12. Total Charges (including VAT)

The total amount due for this period, including VAT.

#### 13. Climate Change Levy Accounting Document

In April 2001, the Government introduced a climate change levy on business use of energy. Your statement will indicate whether this is a climate change levy accounting document or not.



THIS PAGE IS NOT A TAX INVOICE

Invoice Summary

# Site Summary Groups

If you are a Group customer currently receiving Group Wide Statement Invoicing reports, you can continue to receive Site Summary statements, providing you with a summary of all invoices issued during the period for your Group Statement.

### FRONT

#### 1. Invoice Type

Highlights that this is not a Tax Invoice and it is for information only.

#### 2. Report Information

The date of your report, reference number and Account Manager details.

#### 3. Customer Group Name

This indicates which statement this is, i.e. if you receive different statements for different areas of your business, the name of your business and department / division will be shown here, to identify which sites are included on this statement.

#### 4. Period of Statement

The period that your statement covers.

#### 5. Site Summary

Provides a full summary of all invoices issued during the period for your Group, including invoice amounts, dates issued, VAT and any Discounts which may be applicable.

#### 6. kWh

The total number of Units Used (kWh) for this invoice period.

#### 7. Charges (excluding VAT)

Total charges for this period excluding VAT.

#### 8. VAT

VAT will be calculated on your invoice at the applicable VAT rate(s). This will show you the amount the VAT rate has been applied to.

#### 9. Charges (including VAT)

The total amount due for this period, including VAT.

#### 10. Discount %

Percentage of discount – Customers can choose not to display discount information on the Group Statement.

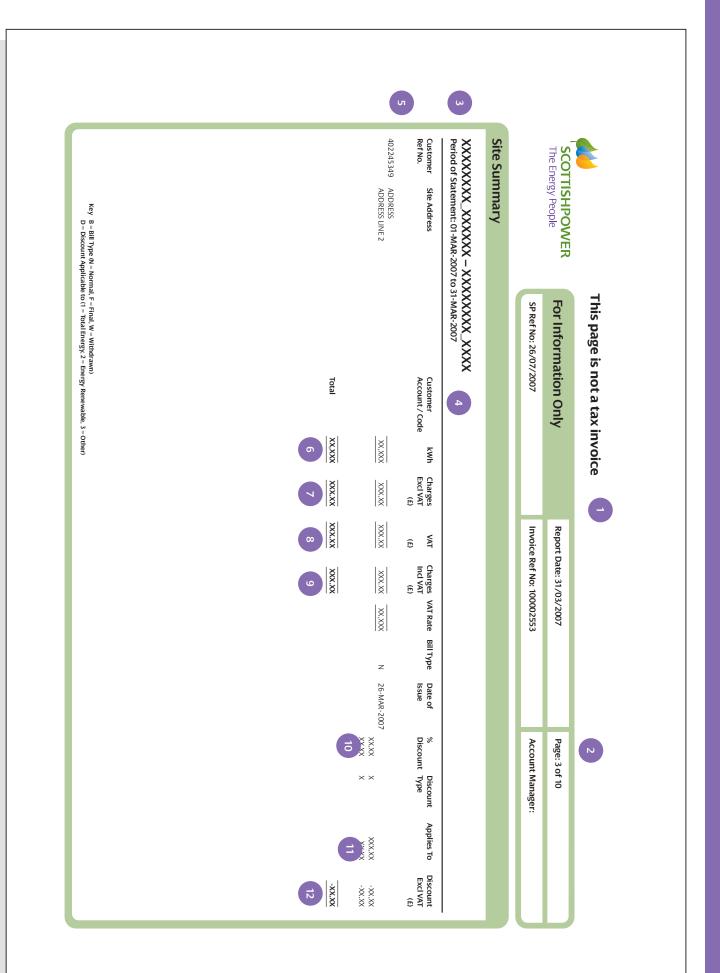
#### 11. Applies to

The values on the site summary eligible for the discount.

#### 12. Discount (excluding VAT)

The value of the discount in monetary terms.

Site Summary (Groups)



### Improving our service

We are delighted to be able to tell you that, as well as improving your invoice, we are also improving the service we provide to you, such as:

- a new, flexible invoicing system designed to deliver more accurate, timely invoices
- making it easier for you to contact the right person when you need to get in touch with us
- improving the speed of our response when you contact us
- offering enhanced "Group" invoicing functionality for multi site business customers
- providing a consistent approach to business customer service across departments
- delivering a more seamless service to you

## Our pledge to you

ScottishPower's aim is to provide 'best in class' customer service to our business customers.

As a ScottishPower business customer, we want to ensure our business is focussed on your needs. We understand that our business customers come from a wide range of sectors which can vary hugely in size – consequently, so does your demand for energy.

That is why we have structured our business to ensure our teams deliver your specific needs.

Whether you are a single retail shop or a large multisite manufacturing company – we have a wide range of products to suit your needs.

Look out for messages on your new invoices, telling you about some of the products and services we can offer you or call us on 0845 213 0205 to ensure you are still getting the best deal possible.

# Still got a question about your invoice?

Visit our website at: www.scottishpower.co.uk/business

Call us on: 0845 213 0205

ScottishPower Energy Retail Ltd Registered Office: 1 Atlantic Quay, Glasgow G2 8SP.