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Business

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Gateshead Council L/I  
Regent Street  
Carl Thompson Property Services  
GATESHEAD  
Co. Durham  
NE8 1HH

Call us:

0845 166 3360

from 8:30 to 5:30 Mon to Thu, 5:00 Fri

[npower.com/business](http://npower.com/business)

Write to us: npower, PO Box 583, Hull, HU5 1YU



# 1 > Your Energy Statement

Statement Date 10 March 2017

Customer account 7963 89021 90

Supply address: Gateshead Council L/L 4;PARK LANE/GATESHEAD,SM NE8 3JW

Amount due for payment by  
24/03/17

**£42.04**

When making payment, please quote your  
Customer Account Number

# 2 > Summary of charges

## Electricity

Balance	Brought forward from invoice dated 10 February 2017	£21.58
Payments	No payments received	
Charges	Charges for period 09/02/17 - 09/03/17 (see attached sheet(s) for a breakdown of the charges)	£20.46

**Amount due for payment by 24/03/17 £42.04**

When making payment, please quote your Customer Account Number

**This is not a VAT invoice**

npower is a registered trademark and the trading name of Npower Direct Limited (Registered No. 3782443)  
Npower Northern Limited (Registered No. 3432100). Registered in England and Wales Registered Office:  
Windmill Hill Business Park, Whitehill Way, Swindon, SN5 6PB (VAT 768 3624 92)

## IMPORTANT CONTRACT INFORMATION

You're on our out of contract (deemed) rates, which are higher than contract rates. We care about getting you onto the best tariff for your business. Give us a call on 0800 107 9326 to see if you could benefit from the certainty of a fixed-term contract or the flexibility of a variable contract.

And don't forget you can check your bills and submit meter reads with an online account, see [npower.com/business](http://npower.com/business).

When you give us your own meter reading we'll either send you an amended bill or use the reading to help us make your future bills more accurate.

You can pay by debit or credit card by calling our 24-hour automated payment line on 0845 070 4666.

Why not switch to Direct Debit? You'll save time and effort because your payments are automatic, and you could save money too. To find out more, please call us with your bank details to hand.

Property Services			
Order No			
Account Code	Cost Centre	Net Value	VAT amount
22010	JE296		
Goods Rec'd	Prices	Certified	Approved
M	KT		SJM

## Information and services for business customers

### Any questions?

- Contact Customer Services – see the front of this bill for details
- Send us an email at [business.queries@npower.com](mailto:business.queries@npower.com)

Please quote your customer account number when you contact us.

There's lots of useful information on our website at [npower.com/business](http://npower.com/business)

For general business advice, news and tips, follow us on

Twitter: [@npowerBusiness](https://twitter.com/npowerBusiness)  
LinkedIn [npower-business](https://www.linkedin.com/company/npower-business)

### Information and codes of practice

Go to our website or contact Customer Services for:

- guidance on using energy efficiently
- information on visiting your premises
- details of Guaranteed and Overall Standards of Service

Your electricity distribution company also has a code of practice on visiting your premises - you can get a copy direct from them.

### Moving premises?

Call us as soon as you know when you're moving and where to. If you're on a contract you must give us at least 30 days' notice. If you have the details of the new owner, tenant or landlord of the property please let us know.

Please remember, if you don't let us know you're moving you'll continue to be liable for all charges.

We'd love to give you a quotation and agree a new contract to supply your electricity and gas at your new premises. Call us with the meter numbers for your new premises and we'll take care of everything.

### Estimated bills

You can read your meter and give us a reading 24 hours a day on **0845 672 2756**. We'll correct any difference between our estimates and your actual readings, either immediately or when your next bill is due.

### Access to your meter

We're required by law to read and inspect your meter regularly, so please call Customer Services if you have any special access instructions that we need to know.

### Paying your bills

Unless otherwise agreed, payment for energy you've used is due on receipt of this bill.

Please let us know if you have a query or you're finding it hard to pay your energy bills.

Failure to pay without notifying us may result in interest being added to your account and other action to enforce the conditions of your contract.

### Struggling to pay?

We want to help so please contact us as soon as possible. These organisations can provide free, impartial and confidential advice on debt and cash-flow issues, to small businesses and the self-employed.

Business Debtline: 0800 197 6026 or [businessdebtline.org](http://businessdebtline.org)

StepChange: 0800 138 1111 or [stopchange.org](http://stopchange.org)

### Energy efficiency

For advice on saving energy in your business, go to [npower.com/business/save-energy](http://npower.com/business/save-energy)

### Green Deal advice

If you have a Green Deal Plan (a Government scheme which finances the installation of energy saving measures that you repay through your electricity bill as you make savings) you can get impartial advice and information from the Energy Savings Advice Service. Call them on 0300 123 1234 quoting your Green Deal Plan Number(s) or get in touch via their website [gov.uk/greendeal](http://gov.uk/greendeal)

### Conditions of supply

We supply your electricity under our 'Conditions for supplying energy to small and medium enterprises'. If you've signed or agreed a contract, details will have been provided at the time. Otherwise you'll be taking supply under a deemed contract. Information about your contract and conditions is available from Customer Services or download a copy from [npower.com/business/conditionsofsupply](http://npower.com/business/conditionsofsupply)

### Terminating your contract

Please see your conditions of supply. You can terminate your contract by phone on **0800 975 7983** (8.30am to 5.30pm Monday to Thursday, 8.30am to 5pm Friday) or send your notice in writing to Business Terminations Team, npower, 2 Princes Way, Solihull B91 3ES or by email to [business.terminations@npower.com](mailto:business.terminations@npower.com)

### VAT

If you use energy for domestic or non business charity purposes, you may qualify for reduced rate VAT. If there's a change in your circumstances, please contact Customer Services to complete a VAT declaration form.

### Climate Change Levy

CCL is a Government tax on energy, which encourages businesses to use less energy and reduce carbon emissions. Where CCL has been shown this bill will constitute a CCL accounting document.

### Where our electricity comes from

This table shows the fuel sources for the electricity we supplied last year, and the UK national average for the same period.

	1 April 2015 – 31 March 2016	UK
Coal	15%	17.0%
Gas	63%	32.3%
Nuclear	0.6%	23.7%
Renewable (biomass, wind and hydro power)	20%	24.3%
Other	0.6%	2.5%

Please note, figures may not sum to 100% due to rounding.

For more information visit [npower.com/fuel-mix](http://npower.com/fuel-mix)

### Unhappy with our service?

We'd like to put things right. Call Customer Services on **0845 166 3360** and our advisers will do all they can to deal with the matter straight away. You can also email [business.queries@npower.com](mailto:business.queries@npower.com) or write to npower, PO Box 583, Hull, HU5 1YU.

You can find more information on how we handle complaints at [npower.com/business/complaints](http://npower.com/business/complaints) or you can ask our Customer Services team for a free copy of our complaints leaflet.

### Citizens Advice consumer service

Can be contacted at any stage of the complaints process and provides free, confidential and impartial advice on consumer issues. Visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call the Citizens Advice consumer helpline on **03454 04 05 06**

### Ombudsman Services: Energy

If we've sent you our 'final position' letter or we haven't been able to resolve your complaint within eight weeks, you can approach the Ombudsman Services: Energy. The Ombudsman is there to help resolve disputes between energy suppliers and their customers. It is free to use their services, and they are totally independent – so they do not take sides, and make their decision based only on the information available. If you agree with their decision, we have to act on what they say. You can call them on 0330 440 1624 or visit [ombudsman-services.org/energy](http://ombudsman-services.org/energy)

**POWER CUT?  
CALL 105**

### Loss of supply and emergencies

105 is the new number to call to report or get information about power cuts, or if you're worried about the safety of electricity cables or substations.

105 is free of charge and will put you through to your network operator. You can call 105 from most landlines and mobile phones. Find out more at [powercut105.com](http://powercut105.com)

If you need to contact your Distribution Network Operator (DNO), you can find their details in the 'Loss of supply' box on your bill.

**Phone calls:** We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider, calls may be free if you are calling from a business mobile or landline but this will depend on your contract. Calls to our 0845 numbers will cost a maximum of 5p per minute, plus your phone company's access charge. Please check with your operator for exact charges.

## Online account management

This handy service is **free** and **easy** to use.

You can do all these things online, leaving you more time to get on with running your business.



Sign up today:  
[npower.com/business/register](http://npower.com/business/register)



**Send us your meter readings** – fewer estimates means more accurate bills.



**View your bills** – and check your account balance at any time.



**Pay your bills online** – for your convenience.



**Email and text notifications** – you'll never miss a bill alert or important message.



**Live Chat** – connect to an adviser online (8.30am to 5.30pm Monday to Thursday, 8.30am to 5pm Friday)



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Gateshead Council L/I  
Regent Street  
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GATESHEAD  
Co. Durham  
NE8 1HH

## 1 > Your Electricity Invoice

Bill Period 9 February 2017 - 9 March 2017

Invoice Date 10 March 2017

Customer account 7963 89021 90

Supply address: Gateshead Council L/L 4;PARK LANE/GATESHEAD,SM NE8 3JW

## 2 > Breakdown of charges

MPAN 1591022761922

Electricity Supply number S 04 807 204  
15 9102 2761 922

Meter number: D09L90435

Rate	Previous reading	Present reading	Units used	Constant	Total
	09/02/17	09/03/17			
Day	4 E	4 E	0	1.000	0.00 kWh
Night	3487 E	3487 E	0	1.000	0.00 kWh

Tariff Type nBS Quarterly Dual Rate, Flat Structure Tariff

<b>Charges</b>	0 day units at 29.37p per unit 0 night units at 25.49p per unit	£0.00 £0.00
<b>Standing Charge</b>	28 days at 66.2857p per day	£18.56
<b>Surcharges</b>	Your Non Direct Debit Surcharge at 5% on £18.56	£0.93
<b>Subtotal (excluding VAT)</b>		£19.49
<b>VAT</b>	VAT at 5% on £19.49	£0.97

**Charges for the period £20.46**

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### Meter Reading Key

- E** Estimated
- C** Customers own reading
- R** Removed
- D** Industry Estimate

### This invoice is estimated.

Please give us your own readings via our website [www.npower.com/business](http://www.npower.com/business) or call us on the above number.

### Loss of Supply?

Contact: 0800 668 877  
For your distribution company:  
Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton le Spring, DH4 7LA

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## Why not pay by Direct Debit?



### It's easy to see why:

- Save time and effort**  
Payments are automatic, so once it's set up you don't need to do anything more.
- Save money**  
Avoid the 5% surcharge that we usually apply to bills paid by cash/cheque/ BACS.

### Want to pay by Direct Debit?

#### It's quick and easy.

- Get your bank details and give our Customer Services team a call: **0845 166 3360**  
8.30am to 5.30pm Monday to Thursday, 8.30am to 5pm Friday

### Your options:

- Variable Direct Debit**  
We collect the full amount on your quarterly or monthly bill 14 days after the date of the bill.
- Fixed Direct Debit**  
We collect a fixed amount each month and credit this to your energy account. We work out your payment amount by taking your average annual consumption plus any arrears and then dividing this over 12 months. You can also choose a payment date that suits you.

## > How to pay your bill

**Direct Debit payments**  
You can spread the cost of electricity through the year by paying monthly by Direct Debit, or you can pay your quarterly bill in full by Direct Debit. For most customers this is the cheapest way of paying for electricity. Call Customer Services for more information.

**By BACS or internet banking**  
Quote our bank sort code 62-30-11, our bank account number 00000000 and your customer account number.  
Payments may take up to 3 days to reach us.

To use your bank's 'Faster Payment' service, quote our bank sort code 50-00-00, our bank account number 20571852 and your customer account number.

Your bank may charge for this service.

If you pay by BACS, please email your payment advice to [BACS@npower.com](mailto:BACS@npower.com) or send it to npower, BACS Payment Processing Team, PO Box 209, Leeds LS14 3WX

**By credit / debit card**  
Call our 24-hour automated payment line on 0845 070 4666 (most credit cards accepted).

**Online account management**  
Register at [npower.com/business/register](http://npower.com/business/register) to use this handy free service – view and pay your bill, give us a meter reading and connect to an adviser via Live Chat.

**By Bank Giro Credit**  
Fill in the payment slip and take it with your payment to any bank. The bank may charge for this service.

**At any Post Office**  
Take your bill with you and make your cheque payable to 'Post Office Ltd'.  
The Post Office may charge for this service.

**By post**  
Send your cheque to: npower, Payment Processing Centre, PO Box 236, Leeds, LS14 9AN. **Please make your cheque payable to 'npower' and write your customer account number on the back.** Keep the top part of your bill and send us the tear-off payment slip with your cheque.



*Trans cash*

Date of bill  
10/03/2017

bank giro credit

Reference (Account number)  
158  
79638902190

Credit account number  
157 1540

Amount Due  
(No fee payable at P.O. counter)  
£ 42.04

24  
Cashier's stamp and initials

Signature  
Gateshead Council L/I

Date

**NatWest**  
Collection  
Account  
npower

CASH 


  
CHEQUE 


  
£

6356 6737 9638 9021 907  
57-15-40

Please do not write or mark below this line or fold this counterfoil

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