

# 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.**

# Contents

Invoice Summary

1

Site sheet for  
electricity supply  
Half Hourly

2

Site sheet for  
electricity supply  
Non Half Hourly

3

Statement

4

Site Summary

Groups

5

# 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.

FRONT

## 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.

## 7. Summary of Charges

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

## 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 Tax Invoice**

Page x of x

**2**  
MR A SAMPLE  
MR A SAMPLE  
DESIGNATION (IF ANY)  
JT A/C (IF ANY)  
ADD1  
ADD2  
ADD3  
ADD4  
ADD5  
ADD6

012345

**3** If you have any queries about this bill, please contact the <Team Name> on <Tel No>. For any other queries see over the page for further contact telephone numbers. We are open Monday to Friday 8.30-4.45pm. We may record calls for security training purposes.

**@** Website: www.scottishpower.com  
Email: customerservices@scottishpower.com

ScottishPower, Customer Services,  
PO Box 3857, Cathcart Business Park,  
Spean Street, Glasgow, G44 4BE

**4** Account Number: 997321789

**5**  
Your Ref No: 23456789  
Invoice Ref No: 1234567  
Invoice Date: 31/03/07  
Payment Method: Standard  
VAT No: GB 659 3720 08

**Summery of Charges**

<b>Service: Electricity</b>	<b>8</b>		
<b>Period</b> From 01/03/07 to 31/03/2007		<b>9</b>	£
Energy Charges			X,XXX.XX
Transmission Use of System Charges			X,XXX.XX
Green Source Charges			X,XXX.XX
CCL (X,XXX kWh @ X.XXp)			X,XXX.XX
Other Charges			XXX.XX
Less: Discounts			-XXX.XX
<b>Total Electricity Charges (excluding VAT)</b>			<b>X,XXX.XX</b>
<b>Other Charges</b>			<b>X,XXX.XX</b>
<b>Total Charges (excluding VAT)</b>			<b>X,XXX.XX</b>
VAT @ 17.5 on £X,XXX.XX		<b>11</b>	X,XXX.XX
VAT @ 5% on £XXX.XX			XX.XX
<b>Total VAT</b>	<b>12</b>		<b>X,XXX.XX</b>
<b>Total Charges (including VAT)</b>			<b>X,XXX.XX</b>

**6**  
ScottishPower:  
switching you  
on to the right  
choice for your  
business

**14** This amount is now due for payment. Thank you.  
Details of the above charges are shown on the following pages. This is not a climate change levy document.  
Thank you for choosing ScottishPower as your energy supplier.



138 208 32	Account number <b>997321789</b>	Credit account number <b>5 8 4 0 6 5 1</b>	Amount due <b>£ XX,XXX.XX</b>	By transfer from Alliance & Leicester Giro account number
Cashier's stamp and initials	Signature _____	Cheque Acceptable		
	Date _____	84-06-51		Cash
	SAMPLE COMPANY LTD, 123 SAMPLE ROAD, SAMPLE TOWN, SAMPLE XXX XXX	The Royal Bank of Scotland plc Head Office, Collection Account		Cheques
				Total £

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

# Invoice Summary

[BACK](#)

## 15. Statement of Account

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

- a) total payments received in the period
- b) the amount of this invoice
- c) 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.*

Balance on your account		£
Balance from previous invoice	8,899.87	
Total payments received up to 14-MAR-2007	0.00	
Total adjustments since previous invoice	0.00	
Balance outstanding	8,899.87	
Total of charges due within this invoice	7,578.56	
<b>Total Balance Outstanding</b>	<b>£16,478.43</b>	

### In case of Emergency

Gas – In the event of a problem with your gas supply, please call **0870 160 0229** straight away. Lines open 24 hours. To identify your gas transporter and obtain contact details please call 0870 160 0229

Electricity – If you have a power cut or you notice **United Utilities** electricity equipment that has been damaged or causes concern, please call **0800 195 4141**. Lines open 24 hours. Alternatively write to: **United Utilities, BILL SHAW, GENERAL MANAGER, NETWORK MANAGEMENT, DAWSON HOUSE, GREAT SANKEY, WARRINGTON, WA5 3LW.**

### Change of Premises or Tenancy

Please tell us at least seven working days before you move or have a change in your premises or tenancy details. Allow more time if you write too us. You can arrange to phone in your final meter reading(s) on the day of your move.

If you do not contact us, we can hold you responsible for gas and electricity used until the next meter reading. If you do not pay your account and you have not told us your new address, we will start trace enquiries. We will charge you for the cost of these enquiries.

Please refer to the Terms and Conditions of your ScottishPower contract or contact us on 0845 213 0205 for more information.

### Advice and Enquiries

If you have any questions about this account or the services we provide, please call our Customer Service Centre on **0845 213 0205**, Monday to Friday from 8:30am to 4:45pm.

For payment enquiries, please call **0845 272 6060** Monday to Friday from 9:00am to 5:00pm. We may record calls for security and training purposes.

For billing enquiries, you can write to our Customer Services Manager at the address shown overleaf.

For payment enquiries, you can write to us at ScottishPower, Business Collections, Smithy Lane, Rhosteyllen, Wrexham, LL14 4DU.

If you are unhappy with the service we have given please write to our Customer Care Manager at ScottishPower, Customer Services, Cathcart Business Park, Spean Street, Glasgow G44 4BE.

**Energywatch.** In the unlikely event that we cannot resolve your problem, Energywatch may be able to help. However, please contact us first. Energywatch is the trading name of the Gas and Electricity Consumer Council and is committed to improving the service offered to energy customers. For advice or details of where to find your nearest office, contact them on 0845 906 0708. Textphone for deaf or hard of hearing is 0845 758 1401.

Alternatively you can visit their website [www.energywatch.org.uk](http://www.energywatch.org.uk) or email them at [enquiry@energywatch.org.uk](mailto:enquiry@energywatch.org.uk)

### VAT Value Added Tax

Prices and charges are subject to VAT at the rate applicable from time to time.

### Climate Change Levy

The CCL is a government levy on energy consumption applicable to most businesses. It is charged on the units you use. The government asks that energy suppliers collect this levy on their behalf.

Your business may be eligible for some form of exemption. For more information contact HM Revenue & Customs.

Our **"Green Source"** products may help you to reduce your consumption, lower your energy costs and reduce the impact of this levy. To find out more information, contact us on 0800 027 1002 or visit our dedicated Green Source website [www.warminside.com](http://www.warminside.com)

### Codes of Practice

We have Codes of Practice booklets which include the following, Visiting Your Premises and Energy Efficiency.

Call our brochure orderline on 0845 050 0922 to request your free copies. Alternatively, these can be downloaded from our website [www.scottishpower.co.uk](http://www.scottishpower.co.uk) by clicking on **Home Energy/ Customer Services/Codes of Practice**.

### Minicom Service

If you have Minicom equipment you can contact the Minicom text phone service for the deaf or hard of hearing on 0800 027 9001.

ScottishPower Energy Retail Ltd. Registered Office 1 Atlantic Quay Glasgow G2 8SP. Registered in Scotland No 190287. VAT No GB 659 3720 08

### How to Pay

 You can spread the cost of your energy charges over the year by paying monthly or quarterly by Direct Debit, or monthly by Standing Order, through your bank or Building Society. If you want to join the scheme please call us at the number shown overleaf.

 Telephone Banking. Please advise you Bank or Building Society to pay to Sort Code: **83-07-06**. A/c No. **00693882**. You need to give them your **9 digit account number** shown overleaf.

 By Post. To pay by post, tear off the Bank Giro Credit slip overleaf and send it, with your cheque made payable to **"ScottishPower"** to ScottishPower Group, Payment Collection Centre, PO Box 3896, Glasgow G44 4YU. Please DO NOT send cash through the post.

 You can pay at any bank. Fill in the bank giro credit slip overleaf and take it to the bank with your payment. Cheques should be made payable to **"ScottishPower"**. Write your **name, address** and **9 digit account number** on the back. Your bank is likely to provide efficient ways for you to pay your bill, to avoid queuing at the counter, please ask at your bank. You may have to pay a charge.

 You can pay at any Post Office. If you are paying by cheque, please make your cheque payable to "Post Office Ltd" and write your **name, address** and **9 digit account number** on the back. You will not have to pay a charge.

 Please take you bill with the bar coded payment slip to any PayPoint outlet (cash payments only).

# 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.

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. 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.

### 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.



**1** This page is not a Tax Invoice

Page x of x

**2**

Your electricity supply number is:

**6**

S	00	845	252
	16	1234	5678 900

**4**

Your Ref No: CUSTOMER OWN REF

Invoice Ref No: 100000562

**5**

Invoice Date: 14/03/2007

If you have a power cut or you notice **United Utilities** electricity equipment that has been damaged or causes concern, please call **0800 195 4141**. Lines open 24 hours. Alternatively write to: **United Utilities, BILL SHAW, GENERAL MANAGER, NETWORK MANAGEMENT, DAWSON HOUSE, GREAT SANKEY, WARRINGTON, WA5 3LW**

0155278/00003/000001

**7**

**3**

### Details of Electricity Charges

Period: From 1st Nov 2006 to 30th Nov 2006

green source

Account Number: 400944605

**8**

### Charges

**10**

<b>Average Power Factor (PF)</b>	<b>0.688</b>			
<b>Maximum Demand:</b>	This Month	269.7 kW / 0.688	= 392.0 kVA	
	This Year	463.0 kW	= 463.0 kVA (October 2006)	
<b>Supply Capacity:</b>	375.0 kVA	<b>Agreed Peak:</b>	100.0 kW	

**11**

Time Period	Units Used (kWh)	Units used adjusted for Loss Factors (kWh)	Rate	Total (£)
<b>Day (07:30 to 00:30)</b>	<b>55,611</b>	<b>60,364*</b>	6.6810p	4,302.92
<b>Night (00:30 to 07:30)</b>	<b>11,341</b>	<b>12,216*</b>	5.5030p	672.25
<b>Sub Total</b>		<b>72,580 kWh*</b>		<b>4,705.17</b>

\*Units Used adjusted for Loss Factors – this includes TuoS and DUoS losses.

**13**

#### Distribution Use of System Charges

	Bill Period	Unit Quantity	Unit Description	Rate	Total (£)
Authorised Capacity Charge	1.00	463	kVA	£1.2000	555.60
Reactive Power Charge	1.00	18,062	kVAh	0.5000p	90.31
Standing Charge	1.00	1	per month	£16.8300	16.83
Usage Day		56,914	kWh	0.4100p	233.35
Usage Night		10,038	kWh	0.0700p	7.03
			<b>Sub Total</b>		<b>903.12</b>

**14**

#### Settlement Use of System Charges

	Bill Period	Unit Quantity	Unit Description	Rate	Total (£)
Communications Charge	1.00	1	per month	£19.7500	19.75
Date Aggregator Charge	1.00	1	per month	£2.0000	2.00
Date Collection Charge	1.00	1	per month	£13.0000	13.00
Elxon Fixed Charge	1.00	1	per month	£1.2500	1.25
Elxon Variable Charge		56.952	kWh	0.003271p	2.19
Hydro Surcharge		56.952	kWh	0.0130p	8.70
			<b>Sub Total</b>		<b>46.89</b>

Breakdown of energy charges continues overleaf →

**15**

# Site sheet for electricity supply

## Half Hourly

[BACK](#)

### 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.

16

**Transmission Use of System Charges**

Time Period	Bill Period	Units Used (kWh)	Units Used adjusted for Loss Factors (kWh)	Rate	Total (£)
Triad Demand <small>* Units Used adjusted for Loss Factors - 1.08</small>	1/5	300	324 *	£12.0261	779.29
<b>Sub Total</b>					<b>779.29</b>

17

**Green Source Charges**

Source	From	Days	Units Used in Period (kWh)	Green Source %	Green Source Units (kWh)	Green Source Premium (p)	Total (£)
Green Source	01/11/06	30	66,952	10	6,695	0.4300	28.79
<b>Sub Total</b>							<b>28.79</b>

18

**Levies**

Type	From	Days	Units	Business %	Renewable %	CHP %	Non-exempt %	Non-exempt Units	Rate	Total (£)
CCL	01/11/06	30	66,952	100	10 Green Source	0	100	60,256	0.4300p	259.10
<b>Sub Total</b>										<b>259.10</b>

19

**Other Charges**

Internet Invoicing Charge	Total (£)	198.00
<b>Sub Total</b>	<b>Total (£)</b>	<b>198.00</b>

20

**Discounts**

Energy Disc. 10% of £4,705.17	Total (£)	-470.52
<b>Sub Total</b>	<b>Total (£)</b>	<b>-470.52</b>
<b>Total (excluding VAT)</b>		<b>6,449.84</b>

22

**VAT**

This bill is split 0% domestic use, 100% non-domestic use.

VAT @ 17.5% on £6,449.84	Total (£)	1,128.72
<b>Total</b>	<b>Total (£)</b>	<b>1,128.72</b>

23

**Total (including VAT) £7,578.56**

This is a climate change levy accounting document

25

Supplementary Electricity Supply Numbers are:  
1600123456788

24

# 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.



**1** This page is not a Tax Invoice

Page x of x

**2**

SITE NAME  
SITE ADD 1  
SITE ADD 2  
SITE ADD 3  
SITE ADD 4  
SITE ADD 5  
EF3 4GH

012345

**3** Your electricity supply number is:

S	08	123	456
	23	6789	0123 456

**4**

Your Ref No: 23456789

**5**

Invoice Ref No: 1234567

Invoice Date: 31/03/07

**6** If you have a power cut or you notice **ScottishPower Transmission & Distribution** electricity equipment that has been damaged or causes concern, please call **0845 272 7999**. Lines open 24 hours. Alternatively, write to: **SP Transmission & Distribution, New Alderston House, Dove Wynd, Strathclyde Business Park, Bellshill, Lanarkshire ML4 3AD**

**7**

**8**

**10** Details of Electricity Charges

Period: From 1st March 2007 to 31st March 2007

green source

**9** Account Number: 997321789

**11**

Charges

	Unit	Quantity	Unit Description	Rate	Total (£)
Standing Charge	XX		per day	XX.XX	X,XXX.XX
Capacity Charge	XXX		kVA	XX.XX	XX.XX
Maximum Demand Charge	XXX		kW/kVA	XX.XX	XX.XX
				<b>Sub Total</b>	<b>XX,XXX.XX</b>

**12**

<b>Average Power Factor (PF)</b>	X.XXX			
<b>Maximum Demand:</b>	This Month	XX.X kW / X.XXX (PF)	= XX.X kVA	
	This Year	XX.X kW	= XX.X kVA (<month, year)	
<b>Peak Demand:</b>	This Month	XX.X kW		
	This Year	XX.X kW		
<b>Supply Capacity:</b>	375.0 kVA	<b>Agreed Peak:</b>	XX.X kW	

**13**

Read Date	Current Reading	Previous Reading	Advance	Multiplication Factor	Units Used (kWh)	Rate (p)	Total (£)
MPAN: 1234567890123 Serial No: 123456789012 Time Period: abcdefghijklmnopqrstuvwxyzabcdefg Tariff: 000000000000000000000000							
XX/XX/XX	XXXXXXA	XXXXXXE	X,XXX	1	1026		
MPAN: 1234567890123 Serial No: 123456789012 Time Period: abcdefghijklmnopqrstuvwxyzabcdefg Tariff: 000000000000000000000000							
XX/XX/XX	XXXXXXC	XXXXXXA	XXX	10	351		
MPAN: 1234567890123 Serial No: 123456789012 Time Period: abcdefghijklmnopqrstuvwxyzabcdefg Tariff: 000000000000000000000000							
XX/XX/XX	XXXXXXC	XXXXXXA	XXX	100	420		
<b>Consumption: Day Units</b>					<b>1797 kWh</b>		
<b>Charges: Day Units</b>					<b>200 kWh @ 2.5259p</b>		<b>505.18</b>
					<b>1597 kWh @ 3.4180p</b>		<b>5,458.55</b>
							<b>5,963.55</b>

E – Estimate, A – Actual read by meter reader, C – Self read by customer

Breakdown of energy charges continues overleaf →

# Site sheet for electricity supply

## Non Half Hourly

[BACK](#)

### 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  $\leq 33$  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.

### 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.

Read Date	Current Reading	Previous Reading	Advance	Multiplication Factor	Units Used (kWh)	Rate (p)	Total (£)
MPAN: 1234567890123 Serial No: 123456789012 Time Period: abcdefghijklmnopqrstuvwxyzabcdefg Tariff: 000000000000000000000000							
XX/XX/XX	XXXXXXA	XXXXXXE	X,XXX	1	1792		
MPAN: 1234567890123 Serial No: 123456789012 Time Period: abcdefghijklmnopqrstuvwxyzabcdefg Tariff: 000000000000000000000000							
XX/XX/XX	XXXXXXC	XXXXXXA	XXX	10	587		
MPAN: 1234567890123 Serial No: 123456789012 Time Period: abcdefghijklmnopqrstuvwxyzabcdefg Tariff: 000000000000000000000000							
XX/XX/XX	XXXXXXC	XXXXXXA	XXX	100	280		
<b>Consumption: Day Units</b>					<b>2667 kWh</b>		
<b>Charges: Day Units</b>					<b>300 kWh @ 2.5259p</b>		<b>847.77</b>
					<b>2367 kWh @ 3.4180p</b>		<b>8,563.81</b>
							<b>9,411.58</b>
<b>Subtotal: Consumption:</b>					<b>4464 kWh</b>		<b>15,375.31</b>

  

Green Source Charges							
Source	From	Days	Units Used in Period (kWh)	Green Source %	Green Source Units (kWh)	Green Source Premium (p)	Total (£)
<renewable 1>	xx/x/xx	xx	x,xxx,xxxx	xxx	x,xxx,xxx	x.xxxx	x,xxx
<renewable 2>	xx/x/xx	xx	x,xxx,xxxx	x	x,xxx,xxx	x.xxxx	x,xxx
<b>Sub Total</b>							<b>xx.xx</b>

  

Levies										
Type	From	Days	Units	Business %	Renewable %	CHP %	Non-exempt %	Non-exempt Units	Rate	Total (£)
Type1	xx/xx/xx	xx	xx.xxx	xx	xx% Green Source	x	x	xx,xxx	x.xxx	xx,xxx.xx
<b>Sub Total</b>										<b>xx,xxx.xx</b>

  

Other Charges		Total (£)
Internet Invoicing Charge		xxx.xx
Charge a (VAT 17.5%)		xxx.xx
Charge b (VAT 17.5%)		xx.xx
<b>Sub Total</b>		<b>xxx.xx</b>

  

Discounts		Total (£)
x% of £xx,xxx.xx		-xxx.xx
<b>Sub Total</b>		<b>-xxx.xx</b>
<b>Total (excluding VAT)</b>		<b>£x,xxx.xx</b>

  

VAT		Total (£)
This bill is split X% domestic use, Y% non-domestic use. This is a small supply for VAT purposes.		
17.5% on £x,xxx.xx		x,xxx.xx
5.0% on £x.xx		x.xx
<b>Total VAT</b>		<b>x,xxx.xx</b>
<b>Total (including VAT)</b>		<b>£x,xxx.xx</b>

  

Supplementary Electricity Supply Numbers are:  
XXXXXXXXXXXX  
XXXXXXXXXXXX

This is a climate charge levy accounting document.

19

20

21

22

26

16

18

23

24

25

27

28

This invoice 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.



1

## Statement Only – Do Not Pay

Page x of x

2

MR A SAMPLE  
 MR A SAMPLE  
 DESIGNATION (IF ANY)  
 JT A/C (IF ANY)  
 ADD1  
 ADD2  
 ADD3  
 ADD4  
 ADD5  
 ADD6

3

If you have any queries about this bill, please contact the <Team Name> on <Tel No>. For any other queries see over the page for further contact telephone numbers. We are open Monday to Friday 8.30-4.45pm. We may record calls for security training purposes.

Website: www.scottishpower.com  
 Email: customerservices@scottishpower.com

ScottishPower, Customer Services,  
 ScottishPower PLC

4

**Account number: 400000970**

Your Ref No: R10070000-200000.00  
 Invoice Ref No: 21716  
 Invoice Date: 31/03/07  
 Payment Method: Cash / Cheque

7

### Summary of Charges

<b>Service: Electricity</b>	<b>8</b>		
<b>Period</b> From 01/03/07 to 31/03/2007			
Energy Charges	<b>9</b>	£	£ X,XXX.XX
Transmission Use of System Charges			X,XXX.XX
Green Source Charges			X,XXX.XX
CCL (X,XXX kWh @ X.XXp)			X,XXX.XX
Other Charges			XXX.XX
Less: Discounts			-XXX.XX
<b>Total Electricity Charges (excluding VAT)</b>	<b>10</b>		<b>X,XXX.XX</b>
<b>Other Charges</b>			<u>X,XXX.XX</u>
<b>Total Charges (excluding VAT)</b>			<b>X,XXX.XX</b>
VAT @ 17.5 on £X,XXX.XX		X,XXX.XX	<b>11</b>
VAT @ 5% on £XXX.XX		XX.XX	
<b>Total VAT</b>			X,XXX.XX
<b>Total Charges (including VAT)</b>			<b>X,XXX.XX</b>

13

**This amount is now due for payment. Thank you.**  
 Details of the above charges are shown on the following pages. This is not a climate change levy document.  
 Thank you for choosing ScottishPower as your energy supplier.

12

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

THIS PAGE IS NOT A TAX INVOICE

# 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)



This page is not a tax invoice

For Information Only

SP Ref No: 26/07/2007

Report Date: 31/03/2007

Invoice Ref No: 100002553

Page: 3 of 10

Account Manager:

Site Summary

XXXXXXXXX XXXXXXXX - XXXXXXXXXXXX XXXXX  
 Period of Statement: 01-MAR-2007 to 31-MAR-2007

Customer Ref No.	Site Address	Customer Account / Code	kWh	Charges Excl VAT (£)	VAT (£)	Charges Incl VAT (£)	VAT Rate	Bill Type	Date of Issue	% Discount	Discount Type	Applies To	Discount Excl VAT (£)
402245349	ADDRESS ADDRESS LINE 2		XX,XXX	XXX,XX	XXX,XX	XXX,XX	XX,XXX	N	26-MAR-2007	XXX,XX	X	XXX,XX	-XXX,XX
			XX,XXX	XXX,XX	XXX,XX	XXX,XX	XX,XXX			XXX,XX	X	XXX,XX	-XXX,XX
		<b>Total</b>	XX,XXX	XXX,XX	XXX,XX	XXX,XX	XX,XXX			XXX,XX			-XXX,XX

Key B = Bill Type (N = Normal, F = Final, W = Withdrawn)  
 D = Discount Applicable to (1 = Total Energy, 2 = Energy Renewable, 3 = Other)

# 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 multi-site 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](http://www.scottishpower.co.uk/business)

Call us on: 0845 213 0205

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

Registered in Scotland No. 190287

SCP2236