

**CNG Energy Ltd**

2 Victoria Avenue, Harrogate, North Yorkshire HG1 1EL  
w [www.cngltd.co.uk](http://www.cngltd.co.uk) t 01423 502554 f 01423 502556  
VAT Registration No. 742194633

## GAS SUPPLY INVOICE

Did you know we can lower your bills saving you money by reducing your contract price. Please call us today on 01423 502 554 to see what we can offer you.

Terms: Net monthly payable by the 20th of the month following consumption

Reference OLE132524A/000920

Tax Point 10-NOV-2020

Calorific Value 39.17 MJ/m<sup>3</sup>

MPRN 8931817910

To Instant Pension Trust  
33 Plantation View  
Silsoe  
Bedford  
MK45 4GG

Premises Supplied Unit 2 Greenwood Court  
Ramridge Road  
Luton  
Bedfordshire  
LU2 0TN

R = Actual Reading E = Estimated Reading C = Customer Reading

Meter Number	Read Date	Present Reading	Previous Reading	Consumption IMP=(oo's)Ft <sup>3</sup> M=M <sup>3</sup>	Correction Factor	Corrected Consumption kWh
G4K00073201601	29-10-2020	3056R	3056R	0.00(M)	1.022640	0

Gas supply charges for October 2020 0 kWh @ 7.9500 Pence per kWh

5.00

SUBTOTAL B/FORWARD £

TOTAL INVOICE £

TOTAL CHARGE	£	TOTAL VAT	£	BALANCE DUE TO CNG	£ 0.00
SUBTOTAL C/FORWARD	£				

DATE \_\_\_\_\_

bank giro credit



Cashier's Stamp

BANK: NATIONAL WESTMINSTER BANK PLC, LEEDS CUSTOMER SERVICE CENTRE, 1 VICTORIA PLACE, HOLBECK, LEEDS LS11 5AN	
ACCOUNT: CNG ENERGY LTD	
PAID IN BY:	REF NO: OLE132524A

Notes £50  
Notes £20  
Notes £10  
Notes £5  
Coins £  
50p  
20p  
Silver  
Bronze

TOTAL CASH  
Cheques, POS

Items	Fee
<input type="text"/>	<input type="text"/>

Sorting Code Number

Account Number

60-60-05

55258549

£ 0 00

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

< OLE132524A< 606005+ 55258549< 73X

# Additional Information

## GENERAL INFORMATION ABOUT YOUR GAS SUPPLY

### Understanding how we work out your gas bill

Please follow the easy steps below:

- 1) Take the previous meter reading from the present reading.
- 2) Multiply the figure by 2.83 to give the number of cubic metres of gas supplied. (This step is not needed if you have a metric meter)
- 3) Multiply the figure by the Volume Correction Factor and then by the Calorific Value both shown on the front of this bill.
- 4) Divide the figure by 3.6 to give the number of kilowatt hours (kWh).
- 5) This is then multiplied by the price per kWh (shown on the front of this bill) to give the gas charge.

Your bill is the gas charge + CCL + VAT (if applicable).

Your contract may include a Daily Standing Charge. If so, the standing charge shown will be the daily rate agreed multiplied by the number of days in the month (or pro rata if your supply either started or ended during the month).

### Volume Correction Factor

We adjust the volume of gas recorded by your meter to take account of standard temperature and pressure conditions. We are required to do this by our Supplier Licence.

### Calorific Value

The Calorific Value is the energy content of gas. National Grid tells us the calorific value of gas supplied in your area. We are required to use the average Calorific Value over the period of your bill by our Supplier Licence.

### Office Hours

Our offices are open from 9.00am to 5.30pm Monday to Thursday and 9.00am to 5.00pm on Friday.

### Gas Escapes

National Grid operates a 24-hour emergency service. If you smell gas or think you have a gas leak, contact them immediately on 0800 111 999.

### Vacating Premises

On vacating the premises please contact the office on 01423 502554 to inform us of your closing meter reading. Unfortunately if you don't you may be responsible for gas charges used up to:

- The next actual meter reading taken by our meter reading agency.
- When the new customer requires a supply

Whichever comes first.

We would also where possible require the name of the new occupant.

### Meter Readings

Unless your meter is monthly read our meter-reading agency read your meter twice a year. If you require a more accurate bill during this period customers are welcome to email their reading to [meterreadings@cngltd.co.uk](mailto:meterreadings@cngltd.co.uk) during the last few working days of the month or call us during office hours.

Alternatively, you can visit our website [www.cngltd.co.uk](http://www.cngltd.co.uk) and follow the links to 'Submit a Meter Reading'. Whichever method you choose, please remember to include your Account Reference.

### Energy Efficiency Advice

For advice on using energy efficiently please call us on 01423 502554.

### HOW TO MAKE A PAYMENT

#### Paying for your gas

Paying for your Gas - Please refer to your invoice for the payment date. If you have any difficulties or worries about paying for your gas please call us immediately on 01423 502554 where we will be happy to help.

Failure to do this may result in your gas supply being disconnected.

#### BY DEBIT OR CREDIT CARD

CNG can accept all major credit and debit cards please call us to arrange a payment.

#### AT A BANK

Complete and detach the Bank Giro Credit Slip and take it along with your cheque, cash or postal order to any bank branch. Some banks may charge a fee for this service. Payment should be made at least 4 working days before your payment due date.

#### BY POST

Complete and detach the Bank Giro Credit Slip and return it along with your Cheque to the address on the front of this statement. Please ensure your Invoice Reference number is clearly marked on the back of your cheque. Please do not send cash via the post unless it is sent using Recorded/Special Delivery.

All Cheques, Giros and Postal Orders should be made payable to **CNG Energy Ltd**

## VIA OUR WEBSITE

You can make payments with your card at [www.cngltd.co.uk](http://www.cngltd.co.uk) by clicking 'Make a Payment'.

## BY ONLINE BANKING

If you use an Online Banking Service, you can use it to make payments to **CNG Energy Ltd** you will need to know the following:

- 1) Our Bank Sort Code 60-60-05
- 2) Our Bank Account Number 55258549
- 3) Company Name, CNG Energy Ltd
- 4) Invoice Reference (see front of invoice)

## BY DIRECT DEBIT

You can set up a Direct Debit to make payment automatically every month by filling in the mandate below and returning it to the address shown on the front of this invoice. Your payment will automatically be collected on the payment date printed on your invoice or the next working day.

Please contact this office if you require a further Direct Debit mandate

## THE DIRECT DEBIT GUARANTEE



- All Banks and Building Societies that accept instructions to pay Direct Debits offer this Guarantee
- If there are any changes to the amount, date or frequency of your Direct Debit **CNG** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request **CNG** to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by **CNG** or your Bank or Building Society you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society
  - If you receive a refund you are not entitled to, you must pay it back when **CNG** asks you to
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.

## CUSTOMER SERVICE - HOW DO I MAKE A COMPLAINT?

### CONTACT US

If you are unhappy with any part of our service our Customer Service Team will endeavour to rectify any problem as quickly and efficiently as possible.

You can call us on 01423 502554 during office hours, or write to the Customer Service Department at the address shown on the front of this invoice.

If we are unable to resolve your problem, please refer to our customer complaints handling procedure as outlined on our website [www.cngltd.co.uk](http://www.cngltd.co.uk). If you do not have access to the website please contact our offices on 01423 502554 and we would be happy to post these to you.

## CITIZENS ADVICE CONSUMER SERVICE

The Citizens Advice consumer service provides free and independent help and advice to small businesses on energy issues from contract issues to making a complaint or advice if you're struggling to afford your bills. You can contact them in the following ways. Telephone: **03454 04 05 06**. Visit: [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy). Post: Citizens Advice Consumer Service, 2nd Floor, Fairfax House, Merriam Street, Leeds LS2 8JU. or alternatively contact your local Citizens Advice consumer service.

## KNOW YOUR RIGHTS

You can view the 'Know Your Rights' in the energy market document on the Citizens Advice website [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

## 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. You can access the Ombudsman once eight weeks have passed since you first told us about your complaint. You now have the right to refer your complaint to the Ombudsman Services: Energy. You can contact them in the following ways. Telephone: **0330 440 1624** Open Monday - Friday, 9.00am to 5.00pm. Phone lines are closed at the weekends, all bank holidays and between Christmas and New Year. Fax: **0330 440 1600**. Online via their website: [www.ombudsman-services.org.uk/energy](http://www.ombudsman-services.org.uk/energy). By email: [enquiries@os-energy.org](mailto:enquiries@os-energy.org). Post: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF.

## Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in this form and send it to:

CNG Energy Ltd, 2 Victoria Avenue, Harrogate, North Yorkshire HG1 1EL.

Name and full postal address of your Bank or Building Society

To The Manager	Bank/Building Society
Address	
Postcode	

Name(s) of Account Holder(s)

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Bank/Building Society account number

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Branch Sort Code

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Service User Number

5	5	8	8	2	5
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Reference Number

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Instruction to your Bank or Building Society.

Please pay CNG Energy Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this instruction may remain with CNG Energy Ltd and if so details will be passed electronically to my Bank/Building Society.

Signature(s)

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Date

Banks and Building Societies may not accept Direct Debits on some types of account

