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David Curran T/A Priory Gate SSAS
Carlton House
42-44 West Street
Dunstable
Bedfordshire
LU6 1TA



Esther A
Samon C
sent 29/6/19



Mon-Fri 8am-6pm

03330 156 662

03 numbers are UK wide numbers that are charged in the same way as 01 and 02 numbers



Visit us online at

www.utilita.co.uk/business

Your Customer Reference Number

2679246662

VAT Registration No: 823 8184 22

C

Invoice ID: 2019-05/1

Climate Change Levy Accounting Document

Your energy bill

BILL DATE

04 Jun 2019

BILL PERIOD

01 May 2019 - 31 May 2019

SUMMARY OF CHARGES

Balance carried forward from previous bill - Debit	£323.24
Gas	£63.39
VAT	£3.17
Total charges for this period	£66.56

TRANSACTIONS MADE THIS BILL PERIOD

Direct Debit	13 May 2019	£100.55
Calorific Value Refund	15 May 2019	£0.02
Total transactions this period		£100.57
You are in debit		£289.23



You are paying by Direct Debit

If you wish to amend your direct debit amount to suit your usage, please call us on the number above.

Supply Address:

Carlton House, 42-44 West Street, Dunstable, Bedfordshire, LU6 1TA

ABOUT YOUR CONTRACT

YOUR GAS TARIFF

Tariff Name	Saturn Energy 3 Year
Payment Method	Direct Debit
Contract End Date	10/01/2021
Last Date to Submit Termination Notice	11/12/2020

Termination Notice

You must supply us with a written Termination Notice 30 days before you want to cancel your contract. If you are in a fixed term contract, our Out of Contract Rates will apply once your fixed contract end date has passed.

To download a Termination Notice, visit www.utilita.co.uk/business/help/resources and send it to us by emailing it to smeterminationnotice@utilita.co.uk

To see how we generate your electricity supply, visit utilita.co.uk/codes-of-practice

Key Contractual Terms

If you do not pay your energy bills or follow a payment plan that we have agreed with you, we will seek to fit a prepayment meter or change your existing meter mode to prepayment.

Dispute Resolution

If you have a complaint, our complaints process can be found at <https://business.utilita.co.uk/complaints>

If you are still unhappy with how your complaint has been handled or it has not been resolved within 8 weeks of contacting us to raise a complaint, you can contact the Energy Ombudsman* at www.ombudsman-services.org/energy

*Microbusinesses only.

Early Termination Fees

Should you wish to terminate your Contract before your Contract end date, early termination fees may apply. Please refer to the Principal Terms.

HOW CAN I PAY?

SET UP A DIRECT DEBIT

If you've not already setup a Direct Debit, you can do so.

Setting up a Direct Debit is an easy way to keep on top of your payments. We can help to calculate a suitable Direct Debit amount based on your usage to be taken each month on a date you specify.

If you want to setup a direct debit, please contact us on

03330 156 662

PAY WITH BILLPAY

Your BillPay number will enable you to pay off any outstanding balances on your account, with cash at any PayPoint outlet, via our website or over the phone on our automated payment line.

All you need is your BillPay number, along with cash or a credit/debit card to make a payment - simple!

To locate your nearest PayPoint outlet, just visit www.paypoint.com

Want to make a payment over the phone?

Call our BillPay Line on

03300 537 657

and follow the instructions.

PAY ON RECEIPT OF BILL

Payments by Internet Bank Transfer

Made payable to	Utilita Energy Ltd Collections Account
Sort Code	09-02-22
Account Number	10470356
Reference	267924666202

Cheque

You can also pay your energy bills by cheque.

Cheque payable to	Utilita Energy Ltd
Reference	267924666202

Please write your Company Name, Post Code and Reference (267924666202) on the reverse side of the cheque so we can ensure the payment is successfully allocated to your account.

Your BillPay Number



9826013501008561699



EMERGENCY

Electrical emergency or power cut?

Call

105

(24 hours a day)

The company responsible for the electricity supply delivery network in your region is:

Eastern Power Networks Plc, Newington House, 237 Southwark Bridge Road, London. SE1 6NP



EMERGENCY

Smell gas or suspect a gas leak?

Call

0800 111 999

Immediately

Supply Address:

Carlton House, 42-44 West Street, Dunstable, Bedfordshire, LU6 1TA

YOUR GAS USAGE IN DETAIL

MPRN

9122846901

Meter Serial Number: **935589****All Periods**

Previous	01/05/2019	46606 E	Units	kWh
Present	31/05/2019	46741 E	135	1503.28

We convert your units to kilowatt hours in the following way: gas units used x volume conversion factor [1.02240] x calorific value [39.2] divided by kilowatt hour conversion factor [3.6] = kWh

Reading Types:

C=Customer, R=Actual, E=Estimated, Z=Customer Move, P=Electronic Read, F=Final (Meter Removal), I=Initial (New Meter)

Period: **01 May 2019 – 31 May 2019**Tariff name: **Saturn Energy 3 Year**Service Type: **Standard Unrestricted**

All Periods	1503.28 kWh	@3.622p	£54.450
Standing Charge	31 Days	@28.825p	£8.940
CCL on Gas	1503.28 kWh	@0.000p	£0.000
Total Gas Cost (excluding VAT)			£63.39
Reduced VAT @ 5%			£3.170

Total Gas Charges (including VAT)**£66.56****Climate Change Levy (CCL)**

If you currently have a CCL exemption it will be detailed on your invoice and you can see this as proof of your CCL.

If there are any changes, please send your CCL exemption certificate in writing or by email - details displayed overleaf.

CCL does not apply to domestic use, charitable non-business use, or where the reduced rate of VAT applies to the supply (see below).

If you wish to declare a partial or full CCL exemption you must ensure we have a Customs and Excise validated CCL PP11 Form. Customs and Excise rules state that CCL exemption can only be applied from the date at which the supplier receives the valid PP11 form.

Value Added Tax (VAT)

You may be able to pay the reduced rate of VAT if:

-at least 60% of your energy is used for charitable non-business use, or

-you are using energy for domestic purposes.

If you have declared, or wish to declare that a percentage of your gas or electricity is used for domestic purposes, you must ensure that we are in receipt of a valid VAT declaration certificate in order for you to benefit from this reduction.

'De Minimis'

If your average monthly consumption of energy is lower than the 'de minimis' threshold, then you are eligible to be billed at 5% VAT and exempt from the Climate Change Levy on your Gas and Electricity bills. Your average monthly usage must be no more than:

- 1,000 kWh of business electricity
- 4,397 kWh of business gas

Gas Emergencies

What to do if you smell gas:

- Open doors and windows for ventilation
- Do not use matches or naked flames
- Do not turn any electrical switches on or off
- Do not use mobile phones
- If it is safe to do so, turn the gas off at the meter unless the meter is in the cellar/basement
- If an electric security entry lock/phone is fitted, open the door by hand

Report any gas escape to the National Gas Emergency Number on **0800 111 999**

Electricity Emergencies

If you have a power cut, please call **105**

Change of Details?

If any of your personal details are incorrect on any correspondence you receive from us, please contact us so we can update our records.

Your Direct Debit Usage Review

To ensure that any Direct Debit amount is in line with usage, we will review your Direct Debit at least annually. If there are any changes, we will contact you.

If you think your energy usage may significantly change for any reason (such as an increase in your workforce), please contact us, as this may affect the amount you need to pay.

The Direct Debit Guarantee

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation 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 the organisation 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 the organisation 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 the organisation

Meter Readings

Non-Half Hourly meters are read annually by an appointed operative. If we are unable to obtain a reading, you may be asked to provide one to us.

You can do so at any time, by calling our automated meter reading line on **03452 093 750**

When you call us, a recorded message will ask you for the details we need. If you have any difficulty or you would prefer to speak to one of our team, call the Business Customer Service Team.

Half Hourly meters are read remotely by an appointed data collector. They will send us your consumption data which we will use to bill you.

Where accurate consumption data cannot be obtained, we will bill based on estimated usage until your actual consumption is received.

Moving Premises?

As soon as you know you are moving, you can take us with you or terminate your contract with us. Please call our Business Customer Service Team on **03330 156 662** or complete and send us the online form available at www.utilita.co.uk/business/help/resources

In your termination notice, please make sure you include the following information:

- Your business name
- The supply address of the property you are leaving
- The date of your move
- Your meter reading
- Your forwarding address
- Your email address
- Your contact telephone number

If you move without telling us, you may get billed for electricity or gas used by the next occupier until we are notified of the new owner or occupier and received proof of the change.

Would you like to make a complaint?

- Please contact us to let us know you have a problem and we will try to resolve it
- Our aim is to respond to our customers within 5 working days, and aim to resolve your complaint within 10 working days of receiving it
- If you are still not satisfied, you can have your complaint reviewed by a Business Customer Service Team Leader, who will give you a detailed response within 5 working days

Our Complaints Handling Procedure can be found at www.utilita.co.uk/business/help/codes-of-practice

If you are not satisfied with Utilita's final response or your complaint is outstanding for more than 8 weeks, then you may have the option of referring your complaint to the Energy Ombudsman. The Ombudsman may take your case where you meet the definition of a Microbusiness customer.

You will be classified as a Microbusiness customer if you have an annual electricity consumption of not more than 100,000 kWh, or gas of not more than 293,000 kWh; or fewer than ten employees (or their full-time equivalent), and an annual turnover or annual balance sheet total not exceeding €2million.

Ombudsman Services: Energy

Phone: **03304 401 624**
Textphone: **03304 401 600**
Email: enquiries@os-energy.org
Website: www.ombudsman-services.org/energy
Address: **PO Box 966, Warrington, WA4 9DF**

Commitment to our Customers

We publish several Codes of Practice, available on request if you need a printed copy or visit www.utilita.co.uk/business/help/codes-of-practice

Energy Efficiency Advice

We have staff who are trained to give free, fair and informative advice on using energy efficiently. Just call and we will be happy to help.

You can also get independent information on energy efficiency. If you would like to find out more, then please speak with the Energy Saving Trust by calling on **03001 231 234**

Security

If you have not already done so, you may wish to provide us with a password for security purposes. This further increases security, both when we are

talking to you by phone or should anyone from Utilita need to visit your business. Utilita normally use the existing meter reading company for your area, so when an agent calls they may not necessarily wear a Utilita uniform.

Always ask anyone visiting your business for their identification (and your password where you have provided one to us). There will be a phone number on their identification card, if in doubt call the number to verify the agent's identity. Alternatively, call us on **03330 156 662** and we will verify if an agent is operating in your area. If you still doubt the identity of an agent, do not let them into your property.

Difficulties Paying your Bill

We know that sometimes it can be financially difficult to pay a bill. Please contact us as soon as possible so we can help. Don't wait for the reminder, the sooner you tell us that there is a problem, the sooner we can try to help.

Free Debt Advice

If you feel you are experiencing problems with debt, please contact the Business Debtline, the free debt charity, who can help you address, manage and budget. For more information, call them on **0800 197 6026** or visit their website for quick, easy online tests www.businessdebtline.org

You can also contact the Citizens Advice Bureau by visiting www.citizensadvice.org.uk/debt-and-money

Energy Theft

Energy theft is a criminal offence, is extremely dangerous, and increases energy costs to customers. If you suspect someone is stealing electricity, gas, or both, you can report it to us directly on **01962 891 164** or report it anonymously to Crime Stoppers at www.crimestoppers-uk.org/give-information/give-information-online

Fuel Mix Disclosure

The Fuel Mix Disclosure¹ of the electricity we supply for all our tariffs is:

Fuel Type	Utilita Fuel Mix ²	UK Average Fuel Mix ³
Coal	12%	8%
Natural Gas	63%	41%
Nuclear	19%	20%
Renewables	3%	29%
Other	4%	2%

Grams of Carbon Dioxide Emitted per kWh of Electricity:	359 g/kWh
Radioactive Waste Produced per kWh of Electricity:	0.00133 g/kWh

¹The disclosure period is from 01/04/17 to 31/03/18.

²This data relates to the total amount of electricity purchased for supply by Utilita.

³Ofgem regulations state values must be rounded to the nearest whole percent if >1% so values may not add up to 100% as a consequence.

Company Details

Registered Office Address:
Utilita Energy Limited
Hutwood Court,
Bournemouth Road,
Chandler's Ford, Eastleigh
SO53 3QB

Company No: 04849181
Registered in England & Wales
Regulated by Ofgem
VAT Registration No: 823818422

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