

## Invoice

Boyd & LLOYD Pension Scheme  
62 beckford drive  
Bath  
BA1 9AU

Account Number:  
Date of Invoice:  
Invoice Period:  
Invoice Number:

BES1042065E  
15/06/2023  
15/05/2023 - 15/06/2023  
403191525

## Your Account Summary

For the period 15 May 2023 - 15 Jun 2023

Electricity Charges For This Bill	£563.67
VAT	£28.18
<b>Total Charges For This Bill</b>	<b>£591.85</b>
Prepayments and Credits against this Bill	
Payment	£0.00
Credit	£0.00

**Please pay £591.85 by Thursday, 22 June 2023 using your Portal Account or contact us via methods shown on the back of your bill.**

### Important Contract Information

*If you are a microbusiness customer, your Contract End Date is shown on the enclosed Electricity Site Summary Sheet(s). At the end of your initial fixed period, if you do not agree a new contract with us or apply to switch supplier, the contract will renew on BES's renewal terms which is known as an automatic rollover. During your automatic rollover period, you are free to appoint a new supplier at any time.*

*For all other customer types, including large businesses, your Contract End Date and Termination Date are shown on the enclosed Electricity Site Summary Sheet(s). Your contract will be automatically extended, unless you agree a renewal deal with us or send us a termination notice via email or post to the addresses shown in the Contact Us section on the back of your bill. You can send this at any time but we need to receive it no later than the Termination Date.*

## Electricity Site Summary for 3 Emery Road, Bristol, Avon BS4 5PF

Boyd & LLOYD Pension Scheme  
62 Beckford Drive  
Bath  
BA1 9AU

Account Number:  
Date of Invoice:  
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BES1042065E  
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### Electricity Charge Details - 15/05/2023 to 15/06/2023

Supply Address: 3 Emery Road, Bristol, Avon, BS4 5PF

#### Electricity Consumption Charges

Meter Point		Contract End Date	Termination Notice Date	Charges
MPAN 2200015214252	<a href="#">See Detail Page</a>	03/04/2024	05/03/2024	£501.67

#### Additional Electricity Charges

Charge Type	Charge Dates	Quantity	Price	VAT	Charges
Standing Charge	15 May 23 to 15 Jun 23	31 days	200.0000 p/day	5%	£62.00

#### Electricity Levies

Climate Change Levy	£0.00
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#### VAT

VAT @ 5% on £563.67	£28.18
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**Total Electricity charges for this site**

**£591.85**

## Consumption details for MPAN 2200015214252

Boyd & LLOYD Pension Scheme  
62 beckford drive  
Bath  
BA1 9AU

Account Number: BES1042065E  
Date of Invoice: 15/06/2023  
Invoice Period: 15/05/2023 - 15/06/2023  
Invoice Number: 403191525

### MPAN Charge Details - 15/05/2023 to 15/06/2023

Supply Address: 3 Emery Road, Bristol, Avon, BS4 5PF

#### MPAN Supply Number

S	03	801	N12	
	22	0001	5214	252

Reading key: A = Actual, C = Customer, E = Estimate, Z = Smart, F = Final, I = Initial

#### Meter Readings

Meter ID	Rate Type	Previous Read	Date	Current Read	Date	Multiplier	kWh
E13Z025843	Unrestricted	110449.1 (E)	15 May 23	111220.9 (E)	15 Jun 23	1	771.8

#### Electricity Consumption Charges

Charge Dates	Type	Quantity	Price	VAT	Total
15 May 23 to 15 Jun 23	Unrestricted	771.8 kWh	65.0000 p/kWh	5%	£501.67

**Electricity consumption charges before tax for this MPAN**

**£501.67**

### Queries about your bill

If you have a query, please contact our Customer Services Team. You can call us on 0344 5678 427, use live chat on our website [www.besutilities.co.uk](http://www.besutilities.co.uk) or write to us at the address shown on the front page of your invoice. We're here to help from 8:30am to 5:30pm, Monday to Friday.

### Resolving your complaint

If you have a complaint, we want to resolve it as quickly as possible and to your satisfaction. You can raise a complaint using the contact details shown above in the section above. More information about our complaint escalation procedure is available at [www.besutilities.co.uk/complaints](http://www.besutilities.co.uk/complaints) or you can request a hard copy, free of charge, from our Customer Services Team.

The Citizens Advice consumer service offers free and independent advice on a range of issues including energy. You can call them on 03454 04 05 06 or visit their website at [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)

If your complaint remains unresolved after 8 weeks, or if we send you a deadlock letter, you can take your case to Ombudsman Services: Energy, which

offers a free and impartial service to resolve disputes between energy customers and suppliers. Following an investigation, if you agree with the decision it is binding on your supplier. You can find more information by calling Ombudsman Services: Energy on 0330 440 1600 or visiting their website at [www.ombudsman-services.org](http://www.ombudsman-services.org)

### Phone calls

Calls may be monitored and/or recorded for security, quality or training purposes. Calls from landlines to 0344 numbers may vary in price with each operator. Calls from mobiles will be higher. Please check with your operator for exact charges.

### Moving business premises?

If you are planning to move premises or just moving into a new premise, please be sure to inform us immediately on the following information:

- Final meter reading(s)
- Your forwarding address
- The new occupier's and/or landlords contact details

It is important that we receive this information, to ensure that we only bill you for the period you're responsible for the utility supply at the property.

You may be liable for the cost of energy supplied past the date you leave the premises until:

- The next actual meter reading is taken by our meter reading agency or
- The new occupier requires a supply

Call our Change of Tenancy Department on 0344 5678 427 or e-mail [ChangeOfTenancy@besutilities.co.uk](mailto:ChangeOfTenancy@besutilities.co.uk).

### Power cuts or emergency situations

Don't be left in the dark – if you have a power cut, call 105. 105 is a new number to call if you have a power cut, it's easy to remember and will put you through to your local electricity network operator – the company that manages the wires and substations that bring electricity into your business.

You can also call 105 if you spot damage to electricity power lines and substations that could put you, or someone else, in danger. If there's a serious immediate risk, call the emergency services too. Find out more at [www.powercut105.com](http://www.powercut105.com).

### Energy efficiency advice

For energy efficiency advice, please contact our customer services team on the details shown above.

### VAT Declaration Certificates and CCL

As a business customer, if you want to declare that a percent of your energy is used for domestic purposes, or there is a change in your circumstances which affects your declaration and the VAT you pay (see our terms and conditions), please contact our Customer Service Department. Climate Change Levy (CCL), is a government implemented tax introduced to encourage energy saving, it is applied to most business customers paying the standard rate of VAT and is based on the amount of energy being consumed by your business and therefore the amount of CCL on your bill may vary each month. For further information, please contact the HMCE helpdesk on 0845 010 9000 or email [helpdesk.cci@hmce.gov.uk](mailto:helpdesk.cci@hmce.gov.uk).

### Terms & Conditions of supply

We supply our energy under the Terms & Conditions of supply. You will have received a copy of our Terms & Conditions at the time you entered into contract with us. If you do not have a contract with us, we will be supplying you on a Deemed Contract basis. Information regarding our Terms and Conditions of supply is available from our website or Customer Services Department.

### Fuel mix disclosure

The fuel mix information details how the electricity we supply to you with has been generated in the previous year from each fuel source – such as coal, natural gas, renewable and nuclear energy – and compares BES Commercial Electricity's fuel mix with the average for GB.

Fuel mix for BES Commercial Electricity Ltd (April 2020 to March 2021)

Fuel Mix	BES	Average for GB (for comparison)
Coal	5.8%	2.7%
Gas	72.0%	38.2%
Nuclear	9.5%	161%
Renewable	6.7%	40.3%
Other	6.0%	2.7%
Total	100%	100%

Environmental Impact	BES	Average for GB (for comparison)
CO2 emissions (g per kWh)	379	194
Radioactive waste (g per kWh)	0.0007	0.0011%

Our fuel mix will gradually change as more energy will be supplied from renewable sources in the future.

The information on fuel sources and their environmental impact is designed to help you make an informed choice about your energy supplier. Similar information will be published by suppliers across Europe, in much the same way as emission levels are quoted for new vehicles.

### Payment by Direct Debit

Unless otherwise stated, payment is due 7 days from the date of the invoice by Direct Debit, or the following working day. Please contact this office if you require a further Direct Debit mandate. If, subject to prior agreement with us, you wish to make a payment to us by BACS or directly into our bank account, the details you will need are:

Bank: Lloyds Bank  
Sort Code: 30-95-11  
Account Number: 01176103  
Account Name: BES Commercial Electricity Ltd

### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored by your own bank or building society.
- If the amounts to be paid or the payment dates change, BES Commercial Electricity Ltd, will notify you 7 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by BES Commercial Electricity Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel your Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

### Difficulty paying your bill

If you are having problems paying your bill, there may be ways we can help, but it's important that you let us know as early as possible about your circumstances. Please contact our customer services team using the information provided on the front page of this bill.

For free, independent and confidential advice about debt or cash flow issues, you can contact the business debt line on 0800 197 6026 or visit their website at [www.businessdebttline.org](http://www.businessdebttline.org).

### The Business Energy Solutions Fund

In September 2015, BES created The Business Energy Solutions Fund – a market leading initiative which is designed to help our struggling gas and electricity customer to stay afloat by freezing and writing-off historic debts, provided the customer can demonstrate a commitment to getting back on track with their payments.

The Business Energy Solutions Fund is independently managed by Charis Grants. For more information about the fund or to apply, please visit [www.businessenergysolutionsfund.co.uk](http://www.businessenergysolutionsfund.co.uk).