

Your bill explained

- 1 Invoice type:** This area shows you whether your invoice is for gas or electricity.
- 2 Invoice period:** This shows you the period for which you're being billed.
- 3 Total amount:** This section shows the total amount, if any, that will be taken from your bank account.
- 4 Consumption graph:** A visual snapshot that will help you keep track of your energy usage.
- 5 Type of read:** This section will tell you whether your bill is based on an estimate or an actual read. Help us keep your bills accurate by submitting regular meter readings.
- 6 Contact us:** Here are our contact details. If you have a question please let us know and we'll be happy to help.
- 7 Your account number:** Using this number when contacting us will help us find your account quicker.
- 8 Emergency contact:** In the case of a power cut or gas leak please ring this number. Your distributor is responsible for the distribution of electricity and gas to your local area.

Invoice front

1 Your business electricity bill

2 For: Company Name, Street Name, City, Postcode
Invoice period: 24 December 2013 to 08 January 2014
Online account PIN: 01234567

3 **Total to pay** £508.13
 We'll collect this on or soon after 05/02/2014

4 **Your average usage**
 190kWh per day
 Your average daily usage per calendar month over the last year

5 **Type of read:** This section will tell you whether your bill is based on an estimate or an actual read. Help us keep your bills accurate by submitting regular meter readings.

6 **Contact us**
 t: 0843 227 2377
 8am - 6pm Monday - Friday
 e: contactus@opusenergy.com

7 **Your account number**
 123456

8 **Power cut** call 0800 195 4141
 Your distributor is NORWEB
www.enwl.co.uk

9 **Tips:** In this section we'll send you useful information to make sure being an Opus Energy customer is hassle free.

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- 10 Meter serial number:** This is the serial number for the meter that supplies your property. This number will match the number on your meter.

Invoice back

10 **Readings for meter number K07W123456**

Date	Reading	Multiplier	kWh used
23/12/2013	1017.0	Actual	
08/01/2014	1097.0	Estimated	10.00 800kWh
23/12/2013	3449.0	Actual	
08/01/2014	3674.0	Estimated	10.00 2,250kWh

11 **Charges on this bill**

Charge	Rate	Amount
Night Rate	800.00kWh at 8.140per kWh	£65.12
Day Rate	2250.00kWh at 14.710per kWh	£330.98
Other Charges		
CCL Stamp Charge		£15.98
Standing Charge	16.00days at 71.000per day	£11.36
Charges on this bill inc. VAT		£423.44
VAT at 20% on £423.44		£84.69
Total Charges on this bill inc. VAT		£508.13

12 **Bill breakdown:** This section highlights all the charges on this bill to give you an overall total billing amount.

13 **Supply number:** This is a unique number and is used to identify you within the electricity or gas system. This is not the same as your meter number, which appears on your meter.

14 **Contract details:** In this section you can find your contract end date and relevant date.

15 **Get in touch:** Here are all the ways you can get in touch with us.

16 **Committed to customer service:** We want to provide you with the best possible customer service. If you have any complaints please let us know and we'll work hard to put things right.

- 11 Readings:** This section lists the meter readings that we've received. Your readings will either be actual or estimated depending on when you last submitted a meter reading.
- 12 Bill breakdown:** This section highlights all the charges on this bill to give you an overall total billing amount.