

Sheffield City Council  
Building Network Operator  
Landlord Communal Lighting Lifts Alarms  
5, Cross Burgess Street  
Sheffield  
S1 2LZ

**We're here to help**

Call us: **0800 138 2322**

Opening hours are Monday to Thursday 9:00am to 5:00pm  
Friday 9:00am to 4:30pm

Email: [yourbusiness@npower.com](mailto:yourbusiness@npower.com)

Web: [npowerbusinesssolutions.com](http://npowerbusinesssolutions.com)

Write to us:  
npower Business Solutions, 2 Princes Way, Solihull, B91 3ES

For the attention of Mr Christopher Younge

Loss of supply: Call 105  
Northern Powergrid, Customer Relations, Manor  
House, Station Road, Penshaw, Houghton le Spring,  
DH4 7LA

## Your electricity invoice

Invoice period: 1 May 2023 to 31 May 2023

Invoice date: 27 Sep 2023

Invoice number: IN08503165

Account number: A0010486476

Account name: Sheffield City Council

Supply address:  
Building Network Operator  
Landlord Communal Lighting Lifts Alarms  
5, Cross Burgess Street  
Sheffield  
S1 2LZ

Your previous account balance:

**£0.00**

Your new invoice charge:

**£1,173.50**

which is due for payment on 11/10/23

If you pay by Direct Debit the full amount of this  
invoice will be taken on or immediately after the  
above date

Please note failure to pay by the due date may  
result in default interest and charges being  
incurred, your credit rating being adversely  
affected and may also place your supply at risk.

| Charges summary                    | Quantity kWh | Charge         |
|------------------------------------|--------------|----------------|
| Electricity consumption            | 1,939.7      | £708.77        |
| Network charges                    |              | £9.59          |
| Standing and metering charges      |              | £244.53        |
| Climate Change Levy (CCL)          |              | £15.03         |
| <b>Total charges excluding VAT</b> |              | <b>£977.92</b> |
| <b>VAT</b>                         |              | <b>£195.58</b> |

|                           |                  |
|---------------------------|------------------|
| <b>Charges for period</b> | <b>£1,173.50</b> |
|---------------------------|------------------|

| VAT analysis     |        |         |                |
|------------------|--------|---------|----------------|
| Standard VAT     | 20.00% | Net     | VAT            |
|                  |        | £977.92 | £195.58        |
| <b>Total VAT</b> |        |         | <b>£195.58</b> |

## Information and services for business customers

### Any questions?

- Contact Customer Services – see the front of this invoice for details
  - Send us an email to [yourbusiness@npower.com](mailto:yourbusiness@npower.com)
- Please quote your customer account number when you contact us. There is also lots of useful information on our website at [npowerbusinesssolutions.com](http://npowerbusinesssolutions.com)

For further information and codes of practice, go to our website at [npowerbusinesssolutions.com](http://npowerbusinesssolutions.com) or contact Customer Services for:

- Guidance on using energy efficiently
- Information on us visiting your premises
- Details of Guaranteed and Overall Standards of Service

Your local electricity distribution company also has a code of practice on visiting your premises – you can get a copy direct from them.

### Moving premises?

Please let us know as soon as possible if you are intending to move premises. Do not forget npower can supply you wherever you move in the country, so why not take us with you? Please refer to your contract for the terms and conditions which can apply when you stop trading at premises before the end of your contract.

### Estimated invoices

If you wish us to amend an estimated meter read on your invoice, you can call the number shown on the front of this invoice with a meter read. We will correct any difference between the actual amount of energy used and the estimated consumption in accordance with the terms of your contract.

### Paying your invoice

Unless otherwise agreed, payment for energy you have used is due on receipt of this invoice. Please let us know if you have a query or you are finding it hard to pay your energy invoice. Failure to pay without notifying us may result in interest being added to your account, statutory compensation being charged and other action to enforce the terms and conditions of your contract.

### Struggling to pay?

We want to help, so please contact us as soon as possible. The following organisation can provide free, impartial and confidential advice on debt and cash-flow issues, to small businesses and the self-employed: Business Debtline: **0800 197 6026** or [businessdebtline.org](http://businessdebtline.org)

### Your contract

If you have signed or agreed a contract, details will have been provided at the time. Otherwise you will be taking supply under a deemed contract. Information about your contract and its terms and conditions is available from Customer Services.

### VAT

If you use energy for domestic or charity non-business purposes, you may qualify for the reduced rate of VAT. Please refer to the HMRC website for more information. If you think that you qualify, please complete a VAT Declaration form for us to consider.

All charges are identified by one of the following codes for VAT purposes:

- DEM – Under de minimis kWh
- STD – Standard rate
- RR – Reduced rate
- MU – Mixed use
- EXMT – Exempt
- Zero – Zero rate
- O/S – Outside the scope

### Climate Change Levy (CCL)

CCL is a government tax on energy, which encourages businesses to use less energy and reduce carbon emissions. Please refer to the HMRC website for more information, including details on the circumstances when relief may be available. Where CCL has been shown, this invoice will constitute a CCL accounting document.

### Third party and industry charges

Future Feed-in Tariff (FIT), Renewables Obligation (RO), Capacity Market (CM) and Contracts for Difference (CfD) rates and reconciliation information will appear on the Third Party and Industry Charges webpage at [npowerbusinesssolutions.com/my-account/invoices-and-payments](http://npowerbusinesssolutions.com/my-account/invoices-and-payments). Please visit our website regularly to keep up-to-date with any changes or updates.

### Access to your meter

We are required by law to read and inspect your meter regularly, so please call Customer Services if you have any special access instructions that we need to know.

### Suspected meter interference

Meter interference is dangerous and increases costs for customers and industry alike. Should you suspect interference with any metering system, please either contact us urgently on the number overleaf, or Crimestoppers on **0800 023 2777** or visit [stayenergysafe.co.uk](http://stayenergysafe.co.uk).

### Green Deal advice

You can obtain impartial advice and information about any Green Deal plan(s) by contacting the Energy Savings Advice Service quoting your Green Deal plan number(s). You can call them on **0300 123 1234** or get in touch via their website [gov.uk/greendeal](http://gov.uk/greendeal).

### Energy efficiency

For advice on saving energy in your business, please visit [npowerbusinesssolutions.com](http://npowerbusinesssolutions.com)

### Consumption points

- Meter – Meter Supply Point
- GSP – Grid Supply Point
- NBP – National Balancing Point

### Unhappy with our service?

We would like to put things right. Please call our Customer Services Team who will do all they can to resolve the matter straight away. You can also email us at [yourbusiness@npower.com](mailto:yourbusiness@npower.com) or write to **npower Business Solutions, PO Box 8007, 2 Princes Way, Solihull, B91 3ES**. Read more about how we handle complaints in the complaints section of [npowerbusinesssolutions.com](http://npowerbusinesssolutions.com) or request a free copy of our complaints leaflet from Customer Services.

### Impartial advice

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues and debt at any stage of the complaints process. Visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call the Citizens Advice consumer helpline on **0808 223 1133**. If you are located in Scotland you can visit **EnergyAdvice.Scot** or call on **0808 196 8660**.

### Ombudsman Services: Energy

In the unlikely event that we are unable to resolve your complaint within eight weeks, micro businesses can approach Ombudsman Services to access a free and impartial service. The energy Ombudsman will reach a decision based on the information available and their decision is binding on the supplier. Contact the Ombudsman on **0330 440 1624**, visit [ombudsmanservices.org/sectors/energy](http://ombudsmanservices.org/sectors/energy) or email [enquiries@os-energy.org](mailto:enquiries@os-energy.org).

### Ombudsman Services: Energy Brokers

If a microbusiness customer has a dispute with their energy broker/consultant, the microbusiness should contact their energy broker/consultant directly. Where the energy broker is unable to resolve the complaint within eight weeks, then the microbusiness has the right to access the Energy Ombudsman's free and impartial Alternative Dispute Resolution (ADR) service. Contact the Ombudsman Services by visiting [ombudsman-services.org/sectors/energy-brokers](http://ombudsman-services.org/sectors/energy-brokers).

### Where our electricity comes from

The table below shows the fuel sources for the electricity npower supplied last year, and the UK national average for the same period

| Fuel mix for 1 April 2021 to 31 March 2022       | Npower Commercial Gas Limited | UK National Average |
|--------------------------------------------------|-------------------------------|---------------------|
| Coal                                             | 5.5%                          | 3.8%                |
| Gas                                              | 45.2%                         | 38.5%               |
| Nuclear                                          | 4.2%                          | 16.1%               |
| Renewable (biomass, wind, hydro and solar power) | 40.4%                         | 38.7%               |
| Other                                            | 4.7%                          | 2.9%                |

Please note, figures may not sum to 100% due to rounding. Further information on environmental impact and other environmental data is available on our website [npowerbusinesssolutions.com/company/fuel-mix](http://npowerbusinesssolutions.com/company/fuel-mix)

### Online glossary

For help understanding the industry terminology used in this invoice, please visit [npowerbusinesssolutions.com/my-account/glossary](http://npowerbusinesssolutions.com/my-account/glossary) to access our online glossary.

### Phone calls

We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider and may be free if you are calling from a business mobile or landline, depending on your contract.

Calls to our 0845 numbers will cost a maximum of 5p per minute, plus your phone company's access charge. Calls to 03 numbers will cost you no more than 01 and 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 03 numbers will be part of these.

Please check with your operator for exact charges.

## How to pay your invoice



### Direct Debit

You can pay your invoice in full by Direct Debit. Visit our website or call Customer Services for more information.



### Credit or debit card

Call Customer Services (most credit cards accepted).



### BACS or internet banking

Quote our bank sort code 50-00-00, our bank account number 97104000 and your customer account number. Your bank may charge for this service. If you pay by BACS, please email your payment advice to [BACS@npower.com](mailto:BACS@npower.com) or send it to: npower, BACS Payment Processing Team, PO Box 209, Leeds LS14 3WX.



### Cheque

Send your cheque to: Npower Commercial Gas Limited, Payment Processing Centre, PO 209, Leeds, LS14 3WX.

**Please make your cheque payable to 'Npower Commercial Gas Limited' and write your customer account number on the back.**

Keep the top part of your invoice and send us the tear-off payment slip with your cheque.

# Your electricity invoice

Invoice date: 27 Sep 2023

Invoice number: IN08503165

Account number: A0010486476

Your supply number:

|   |    |      |      |     |
|---|----|------|------|-----|
| S | 00 | 845  | 05C  |     |
|   | 23 | 8000 | 2795 | 151 |

## 1 > Consumption details for MPAN 2380002795151

| Consumption information |            |            |                             |                                |                            |
|-------------------------|------------|------------|-----------------------------|--------------------------------|----------------------------|
| Meter serial number     | Start      | End        | Actual energy @ meter (kWh) | Estimated energy @ meter (kWh) | Total energy @ meter (kWh) |
| K21W005803              | 01/05/2023 | 31/05/2023 | 1,939.7                     | 0.0                            | 1,939.7                    |

**Maximum demand information:**  
Maximum kW demand recorded on 05/05/2023 @ 8:30 7.4 kW  
Maximum kVA demand recorded on 05/05/2023 @ 8:30 8.8 kVA

## 2 > Breakdown of charges for MPAN 2380002795151

| Consumption charges             |                    |            |            |                 |                |          |           |
|---------------------------------|--------------------|------------|------------|-----------------|----------------|----------|-----------|
| Charge description              | Rate description   | Start      | End        | Energy consumed | Price          | VAT rate | Net total |
| Electricity consumption @ meter | All Nights         | 01/05/2023 | 31/05/2023 | 723.6 kWh       | 32.71200 p/kWh | STD      | £236.70   |
|                                 | Bus Day Apr to Oct | 01/05/2023 | 31/05/2023 | 849.7 kWh       | 37.66200 p/kWh | STD      | £320.01   |
|                                 | Non Business Day   | 01/05/2023 | 31/05/2023 | 366.4 kWh       | 41.50000 p/kWh | STD      | £152.06   |
| Total consumption charges       |                    |            |            |                 |                |          | £708.77   |

| Network charges                       |            |            |              |                 |          |           |
|---------------------------------------|------------|------------|--------------|-----------------|----------|-----------|
| Charge description                    | Start      | End        | Quantity     | Price           | VAT rate | Net total |
| Distribution Use of System (DUoS)     |            |            |              |                 |          |           |
| Excess capacity charge based on 9 kVA | 01/05/2023 | 31/05/2023 | 31 days      | 2.88000 p/kVa   | STD      | £8.04     |
| Reactive power charge                 | 01/05/2023 | 31/05/2023 | 1517.0 kVArh | 0.10200 p/kVArh | STD      | £1.55     |
| Total DUoS charge                     |            |            |              |                 | £9.59    |           |

|                      |       |
|----------------------|-------|
| Total network charge | £9.59 |
|----------------------|-------|

| Standing and metering charges |            |            |          |               |          |           |  |
|-------------------------------|------------|------------|----------|---------------|----------|-----------|--|
| Charge description            | Start      | End        | Quantity | Price         | VAT rate | Net total |  |
| Standing Charge               | 01/05/2023 | 31/05/2023 | 31 days  | 788.800 p/day | STD      | £244.53   |  |

Your electricity invoice continued...

Invoice date: 27 Sep 2023

Invoice number: IN08503165

Account number: A0010486476

|                                    |         |
|------------------------------------|---------|
| Total standing and metering charge | £244.53 |
|------------------------------------|---------|

Climate Change Levy

| Charge description              | CCL applied | Start      | End        | Quantity    | Price           | VAT rate | Net total |
|---------------------------------|-------------|------------|------------|-------------|-----------------|----------|-----------|
| Electricity Climate Change Levy | 100%        | 01/05/2023 | 31/05/2023 | 1,939.7 kWh | 0.00775 £ / kWh | STD      | £15.03    |

|                   |        |
|-------------------|--------|
| Total CCL charges | £15.03 |
|-------------------|--------|

Other MPAN charges

| Charge description                               | Start      | End        | Quantity    | Price         | VAT rate | Net total |
|--------------------------------------------------|------------|------------|-------------|---------------|----------|-----------|
| Electricity Energy Bill Discount Scheme (Tariff) | 01/05/2023 | 31/05/2023 | 1,939.7 kWh | 0.00000 p/kWh | STD      | £0.00     |

|                         |       |
|-------------------------|-------|
| Total other MPAN charge | £0.00 |
|-------------------------|-------|

|                                                  |         |
|--------------------------------------------------|---------|
| Total charges for this meter point excluding VAT | £977.92 |
|--------------------------------------------------|---------|

COPY

## Payment slip

Please make your cheque payable to Npower Commercial Gas and send it to:

Npower Commercial Gas  
Payment Processing Centre  
PO Box 209  
Leeds  
LS14 3WX

Account number: A0010486476

Invoice number: IN08503165

Amount due: £1,173.50

Sheffield City Council  
Building Network Operator  
Landlord Communal Lighting Lifts Alarms  
5, Cross Burgess Street  
Sheffield  
S1 2LZ

Supply: Building Network Operator, Landlord  
Communal Lighting Lifts Alarms, 5, Cross  
Burgess Street, Sheffield, S1 2LZ