





Understanding your bill

Your bill contains a lot of information – not just the amount that is due to be paid and when to pay it, but how it is calculated, when your contract ends and details about your rights and obligations as a customer. We want it to be simple and transparent – here we explain the terms that appear on the bill.



Your Name
Your Address
Your Address
Your Address
Your Address
Your Town
Postcode

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www.bristol-energy.co.uk/business
0808 168 3888
business@bristol-energy.co.uk
Follow us online 

Account number 000012345
Bill reference 000000001
Your contract ends on 31 May 2017
Invoice date 9 January 2017

This is a VAT invoice
VAT registration no. 220 428 253
CCL registration no. 220428253001

Your electricity bill

Account charges for 1 December 2016 to 31 December 2016

Energy Charges	£923.08
Standing Charges	£3.20
Pass-Through Charges	£29.07
VAT	£47.77
Total amount due for this period	£1003.12

£1,003 is due to be collected from your bank account by Direct Debit on or shortly after 23 Jan 2017

Account information
Supply address:
ADDRESS
ADDRESS
ADDRESS
ADDRESS

Electricity
Supply point number:
S 00 123 456
12 0003 0004 567

Latest notification date
Please note that if you wish to terminate this contract with effect from the contract end date (see above), you must notify us at least 30 calendar days before this end date that you wish to do so.

Bristol Energy & Technology Services (Supply) Limited
1 Temple Quay, Temple Back East, Bristol BS1 6DZ. www.bristol-energy.co.uk
Registered in England and Wales No. 09135084

Bristol Energy is a trading name of Bristol Energy & Technology Services (Supply) Limited.
A company controlled by Bristol City Council under the relevant legislation.

Contact us

There's lots you can do to manage your account on-line using our Portal – log-in to view your bills, submit readings and change your contact details. Our business team are available through this number 8.30am to 5.30pm Monday to Thursday and 8.30am to 5pm on Fridays, except bank holidays.

Account number, Bill reference and Invoice date

It's always useful to have your account number handy when you contact us – it is the quickest way for us to find your details. The bill reference and invoice date help us pinpoint the bill to the date it was issued.

Earliest termination date

It's important to be aware of when your current contract comes to end and the notification time-frame for termination and renewal.

Your bill period and summary of charges

Your regular bills should cover the period to the end of each calendar month. If this is your final bill it will cover the period up to the date you're no longer a Bristol Energy Business customer. The amount to pay, date of payment and method are displayed in the pink box.

Energy consumption details

We display your meter serial number which you'll find either printed on a sticker or engraved onto your meter.

The meter readings held on your account for the duration of the bill will be displayed here. This will include the reading date; the reading; whether the reading is a Standard read, a Day read or a Night read; and the reading the bill starts from (opening read). If the read is an estimate it will say this.

Details of your charges

Your energy charges show how many kWh you've used over the billing period and the price per kWh we charge.

Your standing charge is the fixed charge you pay to have the energy supplied and is calculated for each day the bill covers.

Climate Change Levy (CCL) is applied to commercial bills at the current rate unless you have claimed relief from HMRC.

Pass-Through Charges, where applicable, detail all related industry and third party charges that are levied onto your electricity supply charges.

Your VAT is calculated using the standard commercial rate of 20%, unless you have sent us a VAT Exception form, whereby either all or part of your energy will be charged a reduced rate of 5% VAT.

Please visit bristol-energy.co.uk/your-business for more information on receiving a reduced rate of VAT or CCL.

Supply point number (electricity)


The supply point number given is used to help energy companies complete the switching process and for the companies that distribute your electricity (local network operators) to identify you.

For electricity this is called a Meter Point Administration Number (MPAN). The first two numbers on the top line are your supply's Profile Class. A Profile Class is determined by a site's consumption, and may be required as part of the process of switching suppliers.

The first two numbers on the bottom line of an MPAN identify which network distribution supply region you are in – this is also stated on your bill under the emergency numbers.

Microbusiness example bill

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Detail of electricity charges for MPAN 2200012345678

Supply address: ADDRESS HERE

S	03	123	456
22	0004	1234	567

	Meter	Type	Period	Previous	Current	Energy
Consumption	E14D00123	Standard	1 - 3 Nov 2016	35130.3 E	38056.0 A	2925.7 kWh
			4 - 30 Nov 2016	38056.0 A	39000.5 E	944.5 kWh


A = Actual, C = Customer, E = Estimate

Charge	Period	Qty	Price	Total	
Energy Charges	Energy (Standard)	1 - 30 Nov 2016	3870.2 kWh	12.2800 p/kWh	£475.26
Standing Charges	Charge – Recurring	1 - 30 Nov 2016	30 days	19.8100 p/day	£5.94
Levies	Climate Change Levy	1 - 30 Nov 2016	3870.2 kWh	0.559 p/kWh	£21.63
Subtotal of charges for this MPAN before VAT					£502.83
VAT	Standard VAT @ 20% on £502.83				£100.57
Total charges for this MPAN					£603.40

Emergency numbers
If you have problems with your electricity supply, call 0800 6783 105
Your Electricity Distributor is: Western Power Distribution (0845 601 2989)


Ways to pay

- **Direct Debit:**
Our usual payment method is by Direct Debit which you can set up with us over the phone or alternatively please forward a completed



Large business example bill

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Detail of electricity charges for MPAN 2200000123456


Supply address: ADDRESS HERE

S	00	123	456
22	0003	0004	567

	Meter	Type	Period	Energy
Consumption	E12D34567	Day (01)	1 - 31 Dec 2016	5444.3 kWh
			Night (01)	1 - 31 Dec 2016

Charge	Period	Qty	Price	Total	
Energy Charges	Energy (Day)	1 - 31 Dec 2016	5444.3 kWh	14.95900 p/kWh	£814.41
	Energy (Night)	1 - 31 Dec 2016	1500.9 kWh	7.24000 p/kWh	£108.67
Standing Charges	Standing Charge	1 - 31 Dec 2016	31 days	10.31000 p/day	£3.20
Pass-Through Charges	Availability	1 - 31 Dec 2016	33.0 kVA	2.82 p/kVA/day	£28.85
	Reactive	1 - 31 Dec 2016	56.9 kVAh	0.38100 p/kVAh	£0.22
Subtotal of charges for this MPAN before VAT				£955.35	
VAT	Reduced VAT @ 5% on £955.35			£47.77	
Total charges for this MPAN				£1003.12	

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Detail of gas charges for MPRN 000000123

Supply address: ADDRESS

	Meter	Period	Previous	Current	Volume	Energy*
Consumption	G4000000001	1 - 31 Dec 2016	14199.0 E	14306.0 E	107 m ³	1209.7 kWh

A = Actual, C = Customer, E = Estimate

* Your energy usage is calculated from your gas consumption using a standard industry formula:
 Cubic Metres to kWh: (Current read - Previous read) x correction factor x calorific value ÷ 3.6
 100s Cubic Feet to kWh: (Current read - Previous read) x correction factor x 2.83 x calorific value/3.6

Charge	Period	Qty	Price	Total	
Energy Charges	Energy (Standard)	1 - 31 Dec 2016	1209.7 kWh	2.9340 p/kWh	£35.49
Standing Charges	Standing Charge	1 - 31 Dec 2016	31 days	7.96200 p/day	£2.47
Subtotal of charges for this MPRN before VAT				£37.96	
VAT	Reduced VAT @ 5% on £37.96			£1.90	
Total charges for this MPRN				£39.86	


Smell gas?
Call 0800 111 999 (24 hrs)

Are you moving?
If you are moving your business premises please tell us at least 30 days before you move so we can make sure your billing is accurate and we can re-assign ownership for the meter if appropriate. Just call us free on 0800 168 3888 or email us at business@bristol-energy.co.uk.

Any problems?
If you have a comment or complaint about our service please call us free on 0800 168 3888 so we can help. Details of our complaints procedure is available at www.bristol-energy.co.uk/business.
If you are a micro business and your complaint is unresolved the Citizen's Advice consumer service is a good source of free impartial advice on your rights. You can call them on 03454 04 05 06 or visit their website: www.citizensadvice.org.uk/energy.
If you're still not satisfied you can contact the Energy Ombudsman Service who provide free independent advice and investigate any complaints. You can call them on 0330 440 1624 or visit www.ombudsman-services.org/energy.

Ways to pay

- Direct Debit:**
Our usual payment method is by Direct Debit which you can set up with us over the phone or alternatively please forward a completed Direct Debit mandate form to us by email to business@bristol-energy.co.uk or by post to B2B Revenue Management, Bristol Energy Business, 1 Temple Quay, Temple Back East, Bristol BS1 6DZ
- From your bank account:**
If you have agreed an alternative payment method such as BACS with us you can pay directly from your bank account using our account details below. Please quote your Bristol Energy account number in the space for a reference.
Bank: **Nat West**
Account number: 30411866
Sort code: 56-00-05



Supply point number (gas)

The supply point number given is used to help energy companies complete the switching process and for the companies that distribute your gas (local network operators) to identify you.

For gas this is a Meter Point Reference Number (MPRN).

Gas unit conversion

Every supplier uses this calculation to provide an accurate measurement of how much gas has been used.

Firstly we convert your usage to cubic metres if you have an imperial meter.

We use an industry standard adjustment for temperature and pressure.

The calorific value is an adjustment supplied by the National Grid as the quality of gas supplied can change on a daily basis.

Ways to pay

Our standard terms of payment are by Direct Debit. If you've agreed an alternative payment method with us, our bank details are included in this section.

Emergency numbers

If you have an electricity power cut, are worried about your supply or want to upgrade, you'll need to contact the company that distributes electricity in your area. We've included the number for your local distributor here.

We've also included the emergency number if you think you can smell gas.

Useful Numbers

If you're moving premises, or you ever need to contact us to discuss an issue with your account you can find our contact details here.

If you are ever dissatisfied with our response, and want impartial advice, this section details some of the options available to you.

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