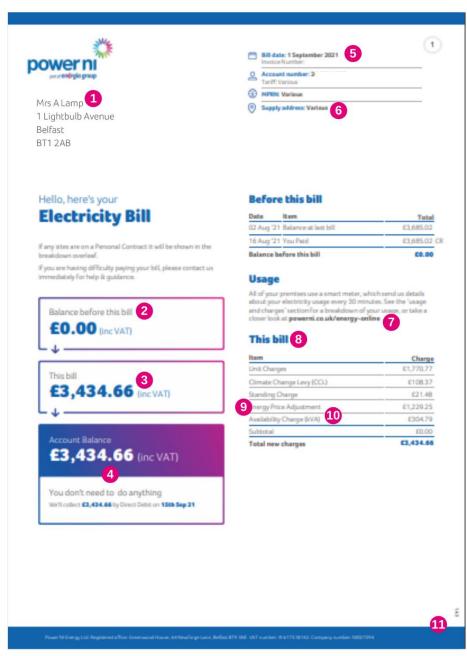
Customer Guide – understanding your bill (large business)

We offer larger users tailor-made, personalised contracts which include renewable 'green' energy options and cash back tariffs. Such customers are billed monthly and this is how your bill is made up:



- Customer name and billing address –
 if this is not correct please let us know.
- 2. This shows your opening balance before this bill
- 3. This shows the total amount of this bill
- 4. You'll see your account balance here. The amount now due on your account is shown and must be paid on the due date shown, unless you pay by monthly Direct Debit in which case you do not need to do anything
- Here you will find your key account information including Account Number, Meter Point Reference Number and Tariff. Larger users are usually billed monthly
- 6. Premises supplied
- For your convenience we provide a full breakdown of the units used on a separate page
- 8. This shows the full breakdown of your bill calculation. The rates depend on your tariff and contract status. We offer discount for paying by Direct Debit and for customers on a 1, 2 or 3 year contract. We can also offer you a Green Energy contract, please ask us for a quote
- Availability Charge is based on the capacity of your electricity supply. For new and increased supplies it is based on the size of supply requested. For other supplies it is based on your Maximum Demand.
- 10. Energy Price Adjustment (EPA) applies to Variable Price tariffs and ensures you pay the latest market rate. It can be a debit or credit adjustment depending on wholesale price changes in the Single Electricity Market during the previous month. If you prefer more stability we can offer you a 'Fixed Price' contract with no EPA.
- **11.** You will find more information on the back of the bill.

