

# Customer Guide – understanding your bill (small businesses)

This is a sample of a quarterly bill for a typical **small business** customer on our Popular tariff. For **larger businesses** and **group bills** please see our other guides.



**SMALL BUSINESS**  
24 HIGH STREET  
ANYTOWN  
BT23 4AD

Address Supplied  
24 HIGH STREET, ANYTOWN

Dear Customer

Please find enclosed your latest account details. You will find more information overleaf and if you have any queries please call the Customer Helpline.

Thank you for paying by Direct Debit. Your payment will be taken from your bank as agreed.

**NEW – Energy Online** full access to your account 24/7 and much more. Register today at [www.powerni.co.uk](http://www.powerni.co.uk)

**This period's electricity use**

Meter 09P12345

Unit Type	Previous	Present	Units
Standard	53236 E	57414	4178

E = Estimated reading

Power NI Energy Limited, Greenwood House, 64 Newforge Lane, Belfast BT9 5NF  
VAT Reg No 617518142 CCL Accounting Document

**Account information**

Account Number 0123456789  
Meter Point Ref. No. 2233445566  
Tariff Popular  
Billing period 9/07/13-05/10/13  
Date of this bill 7 October 2013  
Payment due date 21 October 2013

**electricity bill** Page 1 of 1

**This period's charges**

Standing Charge	£11.74
4,178 Units at £0.1621 per Unit	£677.25
Direct Debit Discount £688.99 at -4%	£27.56CR
<b>100% Business Use</b>	
Climate Change Levy (CCL) 4,718 Units at £0.00524 per Unit	£24.72
<b>Sub Total before VAT</b>	<b>£686.15</b>
VAT on £686.15 at 20% (Including CCL)	£137.23
<b>Total charges for this period</b>	<b>£823.38</b>

**Your account status**

Balance at last bill	£1,848.97
Payment received 15 Oct 2013	£ 723.00CR
Payment received 15 Nov 2013	£ 723.00CR
Payment received 15 Dec 2013	£ 723.00CR
<b>Balance before this bill</b>	<b>£ 320.03CR</b>

**Amount Due** £503.35  
- for information only

1. Customer name and billing address – if this is not correct please let us know.
2. Premises supplied.
3. Meter Number – this should match the number shown on the front of your meter.
4. Meter readings and units used – the dates of these meter readings are shown as the 'Billing period' above.
5. This area is used for additional meter reading information, for example to explain that a reading is estimated.
6. Here you will find your key account information including Account Number, Meter Point Reference Number and Tariff.
7. This shows the full breakdown of your bill calculation.
8. This shows your opening balance and any payments or adjustments made since the last bill.
9. This is the amount now due on your account and should be paid by the due date shown above, unless you pay by monthly Direct Debit.
10. This area normally contains a Giro payment slip to allow you to pay the bill, unless you pay by Direct Debit when it is left blank.
11. You will find more information on the back of the bill.

For an even closer view of section 7, 8 and 9, please see overleaf.

# electricity bill

Page 1 of 1

## This period's charges

7

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## Your account status

8

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## Amount Due

- for information only

9

**£503.35**

### This section includes:

- Your 'Standing Charge' which forms part of your tariff. It pays for fixed costs like meter reading and upkeep of your supply
- The number of units used multiplied by the price per unit
- The discount you receive for paying by Direct Debit
- The business/domestic ratio detailing how your premises are used for VAT purposes
- The Climate Change Levy (CCL) and how it is calculated (only applies if you pay VAT at 20%)
- The sub total before VAT
- The VAT added to your bill (20% if you use more than 33 units a day [around 3,000 units a quarter], otherwise 5% applies).
- The total charges for the period indicated at the top of the bill

### This section includes:

- The balance after your last bill
- The payments since your last bill and the dates received (CR indicates credit)
- The balance before this bill

The 'Amount Due' is calculated by adding the 'Balance before this bill' from the 'Total charges for this period'.

## Contact Us

**Call:** 03457 455 455 (9am-5pm, Mon-Fri)

**Email:** [business@powerni.co.uk](mailto:business@powerni.co.uk)

**Web:** [www.powerni.co.uk/business](http://www.powerni.co.uk/business)