



SCOTTISHPOWER

v6.6 10112023

24 hour emergency

0800 111 999

scottishpower.co.uk
0345 058 0002
9am - 5pm weekdays

HAYES SPIRITUALIST CHURCH
ALBERT HALL
1G ALBERT ROAD
HAYES
UB3 4HR

49202034934014237500



Supply Address: Albert Hall, Albert Road, Hayes, UB3 4HR

Find us on

Account number
1600 6692 362

Date 13 November 2023

Page 1 of 3

Invoice number: 610003636758

VAT number: GB 659 3720 08L

Your gas statement, estimated use

Invoice period 13 June 2023-13 November 2023. VAT on this invoice £138.41

You are on our GAS BUS STANDARD VARIABLE product

Business account

- Your next monthly payment of £792.92 will be taken on 10th Dec 2023. You don't have to take any action.
- ★ We estimated your use for this bill. For a more accurate bill please submit your latest meter readings at scottishpower.co.uk/mymeterreads or by calling 0800 027 8000.
- Prices for customers have changed. We estimated your use before the change.
- This is a Climate Change Levy accounting document.
- Say goodbye to estimated bills - register for a smart meter: scottishpower.co.uk/smartbook

| Your gas statement | |
|--|--------------------------|
| Last invoice | £1,081.30 (in debit) |
| Payments For full details of payments see over -> | -£3,171.68 |
| Opening balance | £2,090.38 (in credit) |
| Charges this period | |
| Energy charges | £2,768.12 |
| Government support | £0.00 |
| Total climate change levy | £0.00 |
| Sub total (before VAT) | £2,768.12 |
| VAT at 5.00% on £2,768.12 | £138.41 |
| Invoice total | £2,906.53 |
| | |
| Current balance | £816.15 |

- Why not use our online service? You can get a new or copy bill, update your meter readings or manage and view your payments. Just register at scottishpower.co.uk/smallbusiness.
- Our interactive phone service has the answers to the questions our business customers most often ask, such as CCL payments or VAT calculations. Just call us on 0345 058 0002.
- We can help you to keep your energy costs down. Simply go to scottishpower.co.uk/small-business/saving-energy for Energy Efficiency tips.

Energy charges this period

| Gas | | | | |
|--|--|--|--|--|
| Meter number 8021366S | | | | |
| Start Reading | 6753 | Estimated 12 Jun 23 | | |
| End Reading | 7332 | Estimated 31 Aug 23 | | |
| Units used | 579 | = 6529.64 kWh (kilowatt-hrs) used | | |
| 13/06/23 to 31/08/23 | | Consumption charge, 6529.64 kWh x 12.790p = | | |
| 13/06/23 to 31/08/23 | | Standing charge, 80 days x 150.000p = | | |
| Start Reading | 7332 | £835.14 | | |
| End Reading | 8709 | £120.00 | | |
| Units used | 1377 | = 15529.04 kWh (kilowatt-hrs) used | | |
| 01/09/23 to 13/11/23 | | Consumption charge, 15529.04 kWh x 10.960p = | | |
| 01/09/23 to 13/11/23 | | Standing charge, 74 days x 150.000p = | | |
| Your gas meter point reference number | Total gas charges | | | |
| 0060869510 | £2768.12 | | | |
| Total energy charges this period | | | | |
| Government support† | | | | |
| Discount Calculation | | | | |
| 13/06/23 to 31/08/23 | Relevant Date for EBDS Discount: 01/10/22 0.000p/kWh x 6,529.64 units (24Hr units) = | £0.00 | | |
| 01/09/23 to 13/11/23 | Relevant Date for EBDS Discount: 01/10/22 0.000p/kWh x 15,529.04 units (24Hr units) = | £0.00 | | |
| | TOTAL Government support discount | £0.00 | | |
| Levies | | | | |
| Climate change levy | | | | |
| CCL Not applicable. Supply is small (deminimis). | | | | |
| Total Levies | | | | |
| Payments received | | | | |
| Payment | 10 Jul 23 | £792.92 | | |
| Payment | 10 Aug 23 | £792.92 | | |
| Payment | 11 Sep 23 | £792.92 | | |
| Payment | 10 Oct 23 | £792.92 | | |
| Total payments received | | | | |
| VAT | | | | |
| Vat at 5.00% on £2768.12 | | £138.41 | | |
| Total VAT | | | | |

Calculating your gas charge

To make a comparison across gas and electricity we convert gas units used to kWh (kilowatt-hrs) used.

$$\begin{array}{l}
 \boxed{\text{gas units used}} \times \boxed{\text{calorific value}} \times \boxed{\text{volume correction}} \div \boxed{3.6} = \boxed{\text{gas used expressed in kWh}}
 \end{array}$$

39.700000000 1.02264000



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HAYES SPIRITUALIST CHURCH
ALBERT HALL
1G ALBERT ROAD
HAYES
UB3 4HR

60007 027745 0098 E 37500



Supply Address: Albert Hall Albert Road Hayes UB3 4HR

Your bill is higher than usual, please check the meter reading used

Hello,

We've noticed that the recent bill we sent you appears to be higher than your previous bills. This may be because we've not received a meter reading from you in the last 12 months.

We want to ensure you are only paying for the energy you have used and suggest you read your meter and enter your reading at scottishpower.co.uk/entermeterreads. If you have any difficulty in reading your meter you can find help at scottishpower.co.uk/customer-services/meters/meter-reading.

Alternatively, please contact us on **0345 270 0700** so that we can review your bill with you. Please have your meter reading handy when you call.

If you are using more energy than normal, we may be able to help with energy efficiency advice at scottishpower.co.uk/energy-efficiency.

Help and support with your payments

If you're worried you may have difficulty paying, or your circumstances have changed, please contact us - we want to help. We can discuss alternative payment options or sources of help and advice that may be available to you.

Thanks for being a ScottishPower customer.

Verify your meter reading

6th December 2023

Account number
1600 6692 362

Action required

Enter your meter reading

scottishpower.co.uk/entermeterreads
0345 270 0700
Monday to Friday: 9am - 5pm

Here to help

For further support:
scottishpower.co.uk/helpingyou
0345 270 0700
Monday to Friday: 9am - 5pm

Simple ways to save energy

Adopting energy efficient habits can benefit your purse and the planet. Saving energy is easier than you might think - get started by following two of our top tips below.

- **Pull the plug on standby mode**

Did you know that if your TV or any of your electrical devices are left on standby mode, you could be wasting energy and money? When not in use, turn off your appliances at the plug - you could save up to £65 each year.*

- **Keep your cool**

When using the washing machine, high temperatures and excessive loads use up a lot of electricity. Cut down use by washing full loads at 30 degrees or less; it can save you money while keeping clothes looking and feeling fresh.

For further information and energy saving tips, please visit scottishpower.co.uk/energy-efficiency or energysavingtrust.org.uk

*Estimated savings based on findings from Energy Saving Trust.

Other support available

For free and independent debt advice call StepChange Debt Charity free on **0800 138 1111**. They will help you work out a budget and a plan for you to pay off any arrears, so please have a list of your incomings and outgoings to hand. We will take their advice into account when discussing a repayment arrangement with you.

Support for lower income households: Through our ScottishPower Hardship Fund Scheme (HFS) we can help you get your energy payments under control. We've provided over £50m in support to customers experiencing difficulties in paying their energy bills, due to low income or other circumstances. If you're eligible, the HFS can help by clearing or reducing arrears on your ScottishPower energy account. Check if you're eligible at scottishpower.co.uk/hardship-fund



The first integrated energy company in the UK to only generate 100% green electricity



We've raised over £35m for Cancer Research UK since 2012



Download the free
ScottishPower App



6th December 2023

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Supply Address: Albert Hall Albert Road Hayes UB3 4HR

Your new payment method

Hello,

Your new payment method is Monthly Bill on our Gas Bus Standard Variable tariff. This letter confirms that we have completed this move and there is nothing for you to do. We have provided you with more details about your payment method below. For more information on Monthly Bill please see overleaf.

Your new tariff details

| | |
|-------------------------|---------------------------|
| Tariff name: | Gas Bus Standard Variable |
| Tariff end date: | Not applicable |
| Payment method: | Monthly Bill |

Payment must be made in full within 14 days of receipt of bill

Please see over for more important information.

This letter contains key information about your new tariff and payments.

Could Direct Debit be easier for you?

Direct Debit is one of the most convenient ways to pay. Plus, with our online Direct Debit Manager tool, you can adjust your monthly payments to suit your needs. If you'd like to switch to Direct Debit or have any questions, please don't hesitate to get in touch.

Any questions?

We want to help. If there's anything you're not sure about, just call us on the number at the top of this letter. Alternatively you can visit scottishpower.co.uk/getintouch

Thanks for being a ScottishPower customer.

Account number
1600 6692 362

 **No action required**

Your new payment method has been arranged

Here to help

[scottishpower.co.uk/
getintouch](http://scottishpower.co.uk/getintouch)

0345 270 0700

Monday to Friday: 9am - 5pm

Your estimated annual cost

We are currently unable to provide you with your annual consumption and estimated annual costs however, this information should be included in your next bill or statement.

Ways to pay

- scottishpower.co.uk/makeapayment
- Freephone 24hrs on 0800 001 5115
- Download and use our app
- Use the details on the reverse of your bill:
 - By post
 - Send a cheque to the address shown on slip
 - Cash only at Post Office or PayPoint outlet or cash/cheque at any bank
 - Telephone or online banking.

Making sure you are completely happy

If something has gone wrong please let us know – we'll do everything we can to put it right. Contact our Customer Care Team on 0800 040 7005. Alternatively, email us on contactus@scottishpower.com, or write to ScottishPower Customer Services, 320 St Vincent Street, Glasgow, G2 5AD. You can find out more about how we will deal with your query at scottishpower.co.uk/yourquery. If your complaint is not resolved within eight weeks, or you receive our Final Offer letter, you can go to the Energy Ombudsman. It's a free to use, totally independent service. Contact them on 0330 440 1624 or energyombudsman.org

Make the most of being a ScottishPower customer



Manage your energy
on the go with the
ScottishPower App



Control your monthly
payments with our online
Direct Debit Manager



Move between
our tariffs without paying
exit fees



UK call centres,
with FREE callback

Your estimated annual costs

See table on page 1. Your estimated annual costs shows what you could pay for your energy over the next 12 months. It's based on your previous 12 months' consumption, relevant tariff prices, applicable discounts (if you currently receive any), and includes VAT. It does not include your current balance, or any optional additions you have selected as part of your tariff.

Where we don't have valid meter reads covering the previous 12 months, we have estimated your consumption using the best available information we have for you and taking account of any valid meter readings we do have.

Your new tariff has variable prices. This means we may change your prices in future. If we do, we'll let you know in advance. Your estimated annual costs for your new tariff will vary if your prices or energy use changes.

Our commitments to you

At ScottishPower, we're focused on the things that are important to our customers. If it matters to you, it matters to us. You can find out more about our commitments at scottishpower.co.uk/about-us/commitments

Here to help when you need additional support

What is our Priority Services Register?

We want to give as much support as possible to those customers who need it. Our Priority Services Register offers a range of additional services free of charge to help you manage your energy account if you, or someone you live with, needs some extra support.

Who qualifies for our Priority Services Register?

If there's someone in your household who:

- has a physical impairment
- has a chronic or serious illness
- is of pensionable age
- is blind or partially sighted
- has a hearing or speech difficulty
- has another type of special need
- has had a change in personal circumstances, for example a bereavement or divorce.



The first integrated energy
company in the UK to only
generate 100% green electricity



We've raised over £35m
for Cancer Research UK
since 2012



Download the free
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How does Monthly Bill work?

Every 30 days, you'll receive a bill for your energy. If you don't have a smart meter, **we'll ask you via SMS or email** to enter your meter read, so we can provide you with an accurate bill. You'll then have 14 days to make a payment. You can pay at scottishpower.co.uk/makeapayment, in the ScottishPower App, by calling our 24 hour automated payment line on 0800 001 5115, or by Bank Giro.





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ALBERT HALL
1G ALBERT ROAD
HAYES
UB3 4HR

87511 016003 0662 E 37500



Supply Address: Albert Hall Albert Road Hayes UB3 4HR

We've not received your gas payment

Hello,

We don't seem to have received your payment of £816.15 towards your last bill. Please pay this amount now or contact us on 0800 001 5226 to set up a payment arrangement or we may add additional charges. For more information, please refer to the additional charges table overleaf.

What happens if you don't pay?

We share late payment information about you with credit reference agencies. This could affect your ability to get credit or borrow money. For example, you might not be able to obtain goods and services on credit or arrange a bank overdraft.

Help and support with your payments

If you are having difficulties paying your energy bill, or if a change in your business' circumstances has caused you to miss payments, please contact us on 0800 001 5226 as soon as possible as we may be able to help. We may have alternative payment or tariff options that could benefit you.

Already made a payment?

If you've paid, or made an arrangement with us to repay this balance in the last few days, then please accept our apologies for this letter.

Thanks for being a ScottishPower customer.

PAYMENT REMINDER

12th December 2023

Account number
1600 6692 362

Action required

Outstanding debt of:
£816.15

Ways to pay:

scottishpower.co.uk/makeapayment

Call free 24 hrs:
0800 001 5115

[Download and use our app](#)

Here to help

For further support:

scottishpower.co.uk/small-business/customer-services
0800 001 5226

Monday to Friday: 8.30am - 5pm

Other ways to pay

Using the attached payment slip (details on the reverse):

- Send a cheque
- At any bank, Post Office or PayPoint outlet
- Telephone or online banking

Other support available

Business Debtline provides free debt advice to small businesses and people who are self-employed. Their services are available over the phone, through their website and via web chat. We will take their advice into account when discussing a repayment arrangement with you. Go to www.businessdebtline.org or call free on 0800 197 6026.

Simple ways to save energy

We're committed to helping your business become more energy efficient - to help lower your costs and protect the planet. For energy saving tips for your business including advice tailored to your industry visit scottishpower.co.uk/small-business/saving-energy

Additional Charges

We may apply fees if your bill is paid late or if additional action is required.

- £10.00 Late payment fee if unpaid after 14 days
- £20.00 Additional fee if still unpaid after 28 days
- £42.00 Pass to debt collections agency
- £209.00 if we were to apply for a warrant to enter your premises



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