



000727 SES6563A Z 98964
Hayes Spiritualist Church
Albert Hall, Albert Road
Hayes
Middlesex
UB3 4HR



Customer ID 21504333
Tender ID 2489061
Contact Number 0800 3894466
Email Address SMEDirectSales@sse.com
Date 20 December 2023

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802842861

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Dear Customer

Your SSE Business Energy contract is ending – Your options

We understand that powering your business can be one of the most significant costs you have to pay. It's essential you pick a deal that supports you and your business with all your energy needs.

Your current SSE Business Energy electricity contract for the supply at the address above is due to expire on 29 February 2024, so we are writing to you to let you know how to renew your contract.

The offer we have enclosed on page 3 is for SSE Protect, our fully fixed price tariff, that guarantees all existing charges*, including current non-commodity costs (excluding VAT and Climate Change Levy), for the duration of your contract. So, if these costs rise during the life of the contract, the amount you pay won't – we'll simply cover any increase.†

Here are just some of the benefits you'll enjoy on signing up to SSE Protect:

- **Certainty:** Provides price certainty for the duration of your contract
- **Price continuity:** Removes the need to manage mid-contract price increases
- **Price stability:** Protects you from the price fluctuation of current non-commodity costs

The contract enclosed is for a period of 12 months.

If you would like to hear about the other energy tariffs we have available, we would be happy to discuss these with you – just use the details overleaf.

Our renewal offer is subject to our standard terms and conditions (you can view the terms and conditions by visiting this page on our website sseenergysolutions.co.uk/useful-documents).

We also have other contract lengths and product options available and would be happy to discuss these with you directly.

sseenergysolutions.co.uk

SSE Business Energy is a trading name of SSE Energy Supply Limited, registered in England and Wales number 03757502 which is a member of the SSE Group. The registered office of SSE Energy Supply Limited is No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.

Return address: SME Direct Sales - No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH

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You can accept our offer by:



Sending an email to SMEDirectSales@sse.com



Post to SME Direct Sales - No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH



Calling us on 0800 3894466

You will need to confirm your MPAN and supply address to complete your renewal.

This offer is subject to availability and credit status, and may be withdrawn at any time.

If you choose not to renew your contract, we will apply Variable Business Rates (VBR) from 1 March 2024, for so long as you remain on our supply or until you agree a new contract with us. Our deemed terms and conditions will apply which you can view at sseenergysolutions.co.uk/useful-documents.

Ways to pay: Direct Debit

Your offer will be based on direct debit payment and includes a 0.5p/kWh discount against our standard unit rate. Direct Debit reduces your risk of debt, as it's paid automatically. If your payment method is fixed/budget direct debit, the set amount will be taken each month on your elected date. If your payment method is variable direct debit, you'll have 5 days after receiving your bill to let us know any issues before your payment is completed 14 days after billing.

Please note that if you renew your contract without a Direct Debit in place, or later cancel or recall the Direct Debit, your prices will increase by 0.5p/kWh.

You can find more information at sseenergysolutions.co.uk/customer-help-centre. You can also find details on bills, the fuel mix disclosure and submission of meter readings to make everything simpler for you.

If you would like to talk any of this over with us, please give us a call on 0800 3894466 and we will be happy to help.

Yours sincerely

SME Direct Sales

SME Direct Sales
SSE Business Energy

**Hayes Spiritualist Church****Delivery Address**

ALBERT HALL, ALBERT Road, HAYES, Middlesex, UB3 4HR,
United Kingdom

**P**

Site reference ID	AGR0197622
Invoice number	IV00144180
Tax point date	11/12/2023
VAT registration number	553 7696 03
CCL registration number	553 7696 03 0000
Supply number	S 03 801 H01 20 0000 1746 265
Invoice Page	5 of 6

Meter readings

Meter number	Reading date	Invoice direction	Previous meter reading A - Industry/Customer E - Estimate	Present meter reading A - Industry/Customer E - Estimate	Total units (kWh)
N57C10829	01/12/2023	Forward	49822 E	50980 E	1158.30

Product Elec Fixed Green Protect NHH Non-Energy Only **Tariff** NHH unrestricted

Estimated electricity charges for the delivery period 12/08/2023 to 30/11/2023

Charge description	Quantity	Unit	Price per unit (£)	Amount (£)
Elec Unit Rate Fixed Green Protect NHH Unrestricted	1158.30	kWh	0.283210	£328.04
Elec Standing Charge Fixed NHH Non-Energy Only	111.00	Day	0.368329	£40.88
Elec CCL Zero	1158.30	kWh	0.000000	£0.00
VAT @ 5% on charges of £368.92				£18.45
Total VAT				£18.45
Delivery point total				£387.37

Summary

Energy inc standing charges (SC)	£368.92
CCL charges	£0.00
VAT @5%	£18.45
VAT @20%	£0.00
Delivery point total	£387.37

The current contract for this supply expires on 29/02/2024.

You've not yet agreed a contract with us beyond this date. If a new contract is not agreed and your supply remains with us after this expiry date you will be placed on our Variable Business rates, subject to our Deemed Contract Terms.

Please email us at businesscontracts@sse.com if you would like to know more about your future contract options.

You're not required to provide a notice to terminate the current contract with effect from the expiry date, however, if you wish to provide a termination notice to terminate the contract with effect from the expiry date this can be emailed to us at sortnotices@sse.com.

How to contact us

You'll be able to manage your account online; but if you can't find what you're looking for, or you need to speak with us, please give us a call

If any of the details on your bill are wrong, or if you're no longer responsible for the site, please call us. If you move without telling us, you may be billed for electricity or gas used by the next occupier.

Online sseenergysolutions.co.uk

By phone UK 0345 725 2526

By phone non-UK 0870 901 1039

By post SSE Energy Solutions PO Box 3176, Reading, RG1 9FA

Please note: to help us improve our service further, we may record customer phone calls from time to time.

Our standard and deemed terms and conditions can be read at sseenergysolutions.co.uk/useful-documents.

Meter readings

If you submit meter readings, you can do so at sseenergysolutions.co.uk/submit-a-reading or by phoning 0345 725 2526. It's important that you send us up to date meter readings as we can't guarantee accurate bills without them and we can only send a meter reader out twice a year.

If you don't already have a smart meter, we recommend having one installed. A smart meter sends us readings automatically, ensuring accurate bills and removing the need to submit meter readings. Register your interest at sseenergysolutions.co.uk/get-smart.

Understanding your bill

Your new charges by site are calculated at your contracted tariff using your meter's consumption data. CCL charges are based on the rate applicable to your usage and consumption. All charges are subject to VAT, where applicable.

If changes are needed for estimated consumption billed in a previous delivery period, we'll show this in the meter reading information on your bill.

If the estimated consumption has been adjusted, it will be shown as a 'reverse' entry in the tariff and charges table.

The amended usage for that period will be shown as a 'forward' entry in the tariff and charges table.

A further 'forward' entry will be shown for the consumption applicable to the current delivery period being billed.

Emergencies

If you have a power cut, please call your local network operator on 105. If you have a general query for your local network operator, you can use the same telephone number, or you can write to them at Southern Electric Power Distribution, Walton Park, Walton Road, Cosham, Portsmouth, PO16 1UJ.

When you move

If you're moving premises, please complete the relevant form at sseenergysolutions.co.uk/moving-premises. Or, you can call our change of tenancy team on 0345 026 4565. Please have the date of your move, your latest meter reading and contact details ready.

Help protect the UK's energy supply

As part of our net zero obligation, we're upgrading every business customer with a smart meter. Now more than ever, we must protect our energy system, and smart meters are central to this.

A smart meter sends us readings automatically, so you won't need to submit meter readings and your bills will be accurate every time*.

You'll also have your energy data at your fingertips, so you'll find ways to improve your energy efficiency, lowering your costs and carbon footprint.

Book a call with our smart metering team today at sseenergysolutions.co.uk/get-smart.

*In the unlikely event that our communication with your smart meter is disrupted, we may advise you to submit a manual meter reading, or you may receive an estimated bill.

Climate Change Levy (CCL)

Climate Change Levy (CCL) is an environmental tax. The main rate of CCL is paid on gas and electricity used by businesses providing public services and in the industrial, commercial, and agricultural sectors.

For more information, go to gov.uk/government and search for 'Climate Change Levy'. Or, you can call HM Revenue and Customs for CCL enquiries on 0300 200 3700.

You can email completed PP11 certificates to SSE Energy Solutions at sme.servicehelpdesk@sse.com.



Your offer:

Please note the following prices exclude Climate Change Levy and VAT

Customer: Hayes Spiritualist Church

Quote ID	MPAN Prefix	MPAN	Annual Consumption
35761466	03801H01	2000001746265	2828 kWh

Description	Current Rates	Renewal Rates
Quarterly Charge	£33.61	£58.72
FiTs Recovery Charge	0.695 p/kWh	0.858 p/kWh
All Units	27.626 p/kWh	25.806 p/kWh

Site Address: Hayes Spiritualist Church - Albert Hall Albert Road, Hayes, Middlesex UB3 4HR

As standard, your prices include the provision of 100% renewable electricity generated by wind and/or hydro assets wholly or partially owned by SSE Group.

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Statement of Renewal Terms applicable to a Micro Business Customer contract

Customer: Hayes Spiritualist Church

Tender ID: 2489061

We classify you as a Micro Business Customer. Micro Business Customers are identified as companies that meet one or more of the following criteria:

- You employ fewer than 10 employees (or their full time equivalent) and have an annual turnover or balance sheet no greater than €2 million; or
- You use no more than 100,000 kWh of electricity per year; or
- You use no more than 293,000 kWh of gas per year

If you're not a micro business, please let us know and we'll amend our records.

For details about how we use your personal data, visit sseenergysolutions.co.uk/privacy-policy.

Your Agreement is a fixed term contract and will expire on 29 February 2024. If another supplier attempts to register the supply point for a date prior to the expiry date, we are entitled to object to the registration request. In accordance with our express terms and conditions we may be entitled to charge a termination fee if another supplier registers the supply point, or to allow the supply to leave, before the expiry of Your fixed term contract.

We will notify you in writing at least 60 days before expiry of Your fixed term contract regarding your options for your energy supply.

After expiry of Your fixed term contract, if you have not agreed a new contract with Us or transferred Your supply to another Supplier You will continue to be supplied at Our Variable Business Rates, subject to our Deemed Contract Terms.

Our Variable Business Rates can be viewed on our website: sseenergysolutions.co.uk/out-of-contract-rates

Our Deemed Contract Terms can be viewed on our website

<https://www.sseenergysolutions.co.uk/file/electricity-deemed-contract-terms-and-conditions-v8.1> (electricity) and <https://www.sseenergysolutions.co.uk/file/gas-deemed-contract-terms-and-conditions-v8.1> (gas)



Manage your account online
sseenergysolutions.co.uk



Call us with any enquiries
0345 725 2526



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Hayes Spiritualist Church
Hayes Spiritualist Church
Albert Hall
Albert Road
HAYES
Middlesex
UB3 4HR

Invoice Structure Identifier 8700122462

Invoice Number IV00144180
Tax Point Date 11/12/2023
VAT registration number 553 7696 03
CCL registration number 553 7696 03 0000
Payment Due By 25/12/2023
Invoice Page 1 of 6

Electricity Supply Invoice

Invoice period 12/08/2023 to 30/11/2023

Invoice Summary

Site reference	Units kWh	Energy inc SC	CCL	VAT@20%	VAT@5%	Total
AGR0197622	1158.30	£368.92	£0.00	£0.00	£18.45	£387.37

See the following page(s) for the site details of how we calculated your invoice.

Direct Debit reference 0033311

Balance to be collected by Direct Debit on or after
25/12/2023

Energy inc standing charges (SC)	£368.92
Total CCL	£0.00
Total VAT	£18.45
Total this invoice	£387.37
Balance brought forward from previous invoice	£0.00
Direct Debit due	£387.37

Failure to make payment in full by the due date will result in a late payment charge. If you're struggling to pay, please contact us.

SSE Energy Solutions is a trading name of SSE Energy Supply Limited, registered in England and Wales number 03757502, which is a member of the SSE Group. The registered office of SSE Energy Supply Limited is No 1 Forbury Place, 43 Forbury Road, Reading, Berkshire, RG1 3JH, United Kingdom. sseenergysolutions.co.uk

How to contact us

You'll be able to manage your account online; but if you can't find what you're looking for, or you need to speak with us, please give us a call.

If any of the details on your bill are wrong, or if you're no longer responsible for the site, please call us. If you move without telling us, you may be billed for electricity or gas used by the next occupier.

Online sseenergysolutions.co.uk

By phone UK 0345 725 2526

By phone non-UK 0870 901 1039

By post SSE Energy Solutions PO Box 3176, Reading, RG1 9FA

Please note: to help us improve our service further, we may record customer phone calls from time to time.

Our standard and deemed terms and conditions can be read at sseenergysolutions.co.uk/useful-documents.

If you have a complaint

We're committed to offering the best in customer service. However, things do sometimes go wrong; so if you have cause to complain, the easiest and quickest way to resolve things is to phone our customer service team using the number in 'How to contact us' above. If necessary, we'll escalate your complaint to a manager or specialist team.

After this, if we can't resolve your complaint to your satisfaction by 5pm the next working day, you can contact us in the following ways. We'll then aim to reach a resolution within five working days. However, more complex issues may take longer to resolve.

By phone 0345 072 9402

By email cmt.commercial@sse.com

By post PO Box 3176, Reading, RG1 9FA

For a copy of our complaint handling statement, go to sseenergysolutions.co.uk/chs or contact us to request a copy using the details above.

For micro business customers

If you haven't received a satisfactory response and eight weeks have passed since you first registered your complaint, or we've sent you a deadlock letter, you can contact Ombudsman Services: Energy on 0330 440 1624 and at www.energyombudsman.org.

You can also get free, impartial advice from the Citizens Advice service. If you're in England and Wales call 0345 404 0506 or email citizensadvice.org.uk/energy. If you're in Scotland, contact Advice Direct Scotland on 0808 196 8660 or email cas.org.uk.

If you have a complaint about your broker, TPI or aggregator, you need to raise it with them first. If it isn't resolved in eight weeks, or you receive a deadlock letter, you can contact the Ombudsman. They'll carry out an independent review and their decision regarding the broker will be binding. You can contact them using the Ombudsman: Energy details shown above.

Understanding your bill

The first page of your bill confirms the amount you owe, and when and how to pay.

Your amount to pay includes any unpaid balance from earlier bills plus new charges for the current period. When to pay is determined from the date of your bill and your agreed payment terms. How to pay is shown alongside the payment due.

New charges for the current period are summarised on the first page of your bill by site, along with the CCL and VAT at the applicable rate.

How to pay

By Direct Debit

Go to sseenergysolutions.co.uk/pay-your-bill and click 'Pay by Direct Debit'. It's the easiest way to pay, avoids the risk of late payment, and protects you via the Direct Debit Guarantee.

By bank transfer

Our bank details are:
 Account number: 99370069
 Sort code: 60-17-21
 Your payment reference should be: 8700122462

By card

Pay online at sseenergysolutions.co.uk/pay
 Pay by phone (open 24/7) by calling 0333 313 9179
Over the Counter
 Take your bill and giro slip to any Post Office, NatWest, your own bank, or any PayPoint terminal.

By post

Please make your cheque payable to SSE Energy Solutions, write 8700122462 on the back and enclose a completed payment slip
 Send to: SSE, PO Box 144, Blyth, NE24 9FT

If you're having difficulty paying Please contact us on 0345 725 2526. We're here Monday to Friday 8.30am to 5pm. Calls may be recorded and monitored to help improve our customer service.

If you're a small or micro business customer, 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 webchat. Go to businessdebtline.org.

Emergencies

If you have a power cut, please call your local network operator on 105.

Meter readings

If you submit meter readings, you can do so at sseenergysolutions.co.uk/submit-a-reading or by phoning 0345 725 2526. It's important that you send us up to date meter readings as we can't guarantee accurate bills without them and we can only send a meter reader out twice a year.

If you don't already have a smart meter, we recommend having one installed. A smart meter sends us readings automatically, ensuring accurate bills and removing the need to submit meter readings. Register your interest at sseenergysolutions.co.uk/get-smart.

Taking control of your energy usage

Our regulatory obligations mean that, where applicable, we are now replacing all our traditional meters with smart meters. Smart meters provide us with half hourly data consumption. If you don't currently have a smart meter, you can provide your details sseenergysolutions.co.uk/get-smart and we will be in touch to book your installation.

With half-hourly readings, you'll be able to register for Clarity! our free online energy management platform and access your smart data. Clarity lets you see where you're using energy, how much and when, which can help you cut down on the amount of energy you use. If you're not already registered with Clarity, find out more at www.sseenergysolutions.co.uk/business-energy/clarity

*Terms and conditions apply

When you move

If you're moving premises, please complete the relevant form at sseenergysolutions.co.uk/moving-premises. Or, you can call our change of tenancy team on 0345 026 4565. Please have the date of your move, your latest meter reading and contact details ready.

**Invoice Structure Identifier****8700122462**

Invoiced Customer Name

Hayes Spiritualist Church

Invoice Number

IV00144180

Invoice Page

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