

# Your bill explained

Everything you need to know

Applicable to customers of SmartestEnergy Business Limited.  
(previously Dual Energy Direct Limited)

Last revised – 1<sup>st</sup> September 2020

## Your SmartestEnergy bill explained

We've designed our invoice with customer feedback in mind, to make it easy to find important information at a glance. This guide gives you a breakdown of the key parts of your invoice, to help you understand things in greater detail.

### 1 Our Contact Information

Should you have an enquiry about your service or invoice, please contact our UK based Customer Services, you'll find details of how to do so here.

### 2 Your Billing Address

This is the address we have on record for your billing and customer correspondence. If anything is incorrect please contact us. Your site address is listed on the breakdown of electricity used page.

### 3 Important Account Info

We've put a summary of your account details here for quick reference when contacting us with an enquiry. We will also ask details such as your account number as a security question.

### 4 Noticeboard / Personal Message

Each month we will display energy saving advice, product promotions and advice on how to get the best from your service with SmartestEnergy.

## Main Summary Page

SmartestEnergy Business Ltd  
Premium House,  
The Esplanade,  
Worthing  
BN11 2BJ

1 **Contact our UK Customer Services:**  
T: 01903 703400  
(Mon-Thu 8.30am-5.30pm, Fri 8.30am-5pm)  
E: customerservices.business@smartestenergy.com  
Or visit [www.smartestenergy.com](http://www.smartestenergy.com)

Company Name  
Billing Address 1  
Billing Address 2  
Billing Address 3  
Postcode

2

3 **Customer Account Number:**  
100000000000  
**Invoice Number:** 1000000  
**Date & Tax Point:** 03 Sep 2020  
**Tariff:** Smart Saver

**Your electricity bill**  
For billing period from 01 Aug 2020 to 31 Aug 2020.

Charges for the period

Electricity Charges	£ 176.09
<b>Total excluding VAT</b>	<b>£ 176.09</b>
VAT @ 20%	£ 35.22
<b>Total including VAT</b>	<b>£ 211.31</b>

4

**Customer Message**

£211.31 will be collected by Direct Debit on, or shortly after, 15 Sep 2020.

SmartestEnergy Business Ltd. Registered Address Premium House, The Esplanade, Worthing BN11 2BJ.  
Company No 06468946. Vat No 976 2976 55. This is a VAT invoice.

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## 5 Billing Period

Here you will find the date period for the charges billed on the invoice.

## 6 Electricity Charges for this period

Your electricity supply and any other charges for the billing period, excluding VAT.

## 7 Total Charges Including VAT

This section shows the total charges for the billing period, including VAT at the prevailing rate.

## 8 Payment Method

This section confirms the payment type and date of collection by Direct Debit. Further details of payments can be found in the Summary of Transactions section.

## 9 Bill Alert

Check here for important information relating to your bill, e.g. 'Save on paper billing charges by switching to e-billing....' if you are a paper billing customer (not shown on example).

## Main Summary Page (Cont.)

The screenshot displays the 'Main Summary Page (Cont.)' for SmartestEnergy Business Ltd. It includes the company logo, contact details, and a summary of the electricity bill. The bill details are as follows:

Your electricity bill	
5 For billing period from 01 Aug 2020 to 31 Aug 2020.	
Charges for the period	
Electricity Charges	£ 176.09
6 Total excluding VAT	£ 176.09
VAT @ 20%	£ 35.22
7 Total including VAT	£ 211.31

Additional information on the page includes:

- Contact our UK Customer Services:** T: 01903 703400 (Mon-Thu 8.30am-5.30pm, Fri 8.30am-5pm), E: customerservices.business@smartestenergy.com, Or visit www.smartestenergy.com
- Customer Account Number:** 100000000000
- Invoice Number:** 1000000, **Date & Tax Point:** 03 Sep 2020
- Tariff:** Smart Saver
- Customer Message:** (Empty box)
- 8** £211.31 will be collected by Direct Debit on, or shortly after, 15 Sep 2020.
- 9** (Empty box)

SmartestEnergy Business Ltd. Registered Address Premium House, The Esplanade, Worthing BN11 2BJ. Company No 06468946. Vat No 976 2976 55. This is a VAT invoice.

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## 1 Contacting Us

Need to get in touch with us? Here you will find how to contact our UK based Customer Services who will be happy to help with your enquiry.

## 2 Moving Premises

Changing tenancy or moving site? This section will tell you what you need to do to ensure we bill you correctly for your service in the event of a move.

## 3 Complaints

We take customer complaints very seriously. If there is an issue with your account that has not been resolved to your satisfaction, please follow these steps to make a complaint.

## 4 Payment

Information on paying your bills by Direct Debit and basic debt advice.

## 5 Meter Readings

Before we can install a Smart Meter, you may be required to submit a meter reading for an accurate bill. Details of how to do so can be found here.

## 6 Other Information

Information on Termination Notice and our Fuel Mix Disclosure.

## Customer Help Page (Reverse of Page 1)

### 1 Contacting Us

(Mon-Thu 8.30am-5.30pm, Fri 8.30am-5pm excluding Bank Holidays)  
 Post: SmartestEnergy, Premium House, The Esplanade, Worthing BN11 2BI.  
 Phone: 01903 703400  
 Fax: 01903 322990  
 Email: customerservices.business@smartestenergy.com  
 Online: Visit the 'Contact' page at www.smartestenergy.com  
 SmartWeb: View bills, submit readings, make payments, edit account info and more with our SmartWeb online account service. Register and get started at smartweb.smartestenergy.com.

**In an Emergency**  
 If you have a power cut, please dial 105. It's free of charge and you will be put through to your local network operator who can help. Alternatively visit the 105 website at www.powercut105.com.

### 4 How to pay

**Monthly Direct Debit**  
 If you have a Direct Debit Instruction in place we will collect the amount due on the date shown on your bill.

We offer our best prices to customers who pay by Direct Debit. If you do not pay by Direct Debit you may incur additional charges - these charges can be found on our website www.smartestenergy.com. You are protected by the Direct Debit Guarantee at all times.

**Bank Transfer**  
 If you need to make a payment our bank details are as follows:  
 Bank Name: HSBC plc, Account Name: SmartestEnergy Business Limited, Sort Code 402069, Account No 40006211. Please use your account number as payment reference.

**Difficulty Paying?**  
 Please call us on 01903 703400 to discuss a suitable payment arrangement. The sooner you tell us there is a problem, the sooner we can try to help. You can also contact Business Debtline who provide free and confidential advice on how to deal with debt problems. Call them free from a landline on 0800 197 6026.

### 2 Moving Premises

As soon as you know you are moving, please contact our Customer Services allowing at least 10 working days notice so that a meter reading can be arranged. Please make sure you provide the following:

- Your name and address of the property you are vacating
- The date of your move
- Your current meter reading
- Your new address
- A contact telephone number
- Details of the new tenant or current landlord

SmartestEnergy welcome the opportunity to provide electricity services at your new address. If you would like us to arrange for supply at your new premises please let us know when you notify us of the change of premises.

**Please Note: If you move without telling us, you will be billed for electricity used by the next occupier.**

### 5 Meter Readings

Once a Smart Meter is installed we will normally issue your bill based on the reading supplied by the meter. Prior to installation of the Smart Meter it may be necessary for us to estimate your usage. If your bill has been based on estimated readings, you may wish to notify us of your readings to ensure future bills are based upon actual usage.

Please submit reads by the 25th of each month by:

- Online via smartweb.smartestenergy.com
- Email to meterreadings.business@smartestenergy.com
- Phone on 0800 088 4561 (24/7 service, free from a landline)

Please ensure you have your account number and meter serial number to hand when submitting the reading.

### 3 Complaints

At SmartestEnergy, we are committed to providing outstanding customer service and always welcome your views and opinions on how we can improve upon our service standards. We recognise that we do not always get things right and if there is an issue with your account, or if you are unhappy with the level of service you have received from us, please let us know by using the procedure outlined in our 'Complaints Handling Procedure' document. Throughout the procedure, potential remedies may include: an apology, an explanation, the taking of appropriate remedial action and/or the award of compensation in appropriate circumstances. We always aim to resolve complaints promptly and professionally and provide clear and honest information to our customers.

To obtain a copy of the Procedure document please visit the complaints section of our website at: www.smartestenergy.com  
 For meter and/or data related disputes, or anything else please contact 01903 703400.

### 6 Other Information

**End of Contract**  
 Your Contract End Date is displayed on your invoice. You must give us 30 days written notice to terminate your contract, served any time before the end of the Contract End Date.

If you do not terminate your contract will automatically extend for 12 months on our competitive fixed prices offered at the time. If you terminate and do not switch to another supplier you will move to a variable rate tariff with a 30 day notice period.

**Fuel Mix Disclosure**  
 The mix of energy sources for the generation of electricity as utilised by SmartestEnergy can be viewed at www.smartestenergy.com

For further customer information please visit our website at: [www.smartestenergy.com/customerinfo](http://www.smartestenergy.com/customerinfo)



SmartestEnergy Business Ltd.  
 Premium House, The Esplanade, Worthing, BN11 2BI.  
 Company No 06468946. Vat No 976 2976 55.

## 1 Site Address

This is the site address that we provide and bill you for an electricity supply.

## 2 Your MPAN (Meter Point Administration Number)

This is the unique identifier for your electricity supply point. We may ask you to confirm this for certain enquiries. The 13 digit number on the lower line is the number to reference.

## 3 Emergency Contact Number

Should you have an emergency regarding your electricity supply, '105' is the number to contact for your local electricity distributor.

## 4 Electricity Charge Breakdown

The breakdown of your electricity usage for the current billing month, including the standing charge, day, night, evening/weekend, climate change levy, feed-in tariff and their respective unit charges, excluding VAT.

**What is the Climate Change Levy?** This is a tax on energy introduced by the Government. It applies to any businesses using more than 33kWh of electricity per day and rises annually with inflation.

## Electricity Used / Meter Readings Page

SmartestEnergy Business Ltd  
Premium House,  
The Esplanade,  
Worthing  
BN11 2BJ

Contact our UK Customer Services:  
T: 01903 703400  
(Mon-Thu 8.30am-5.30pm, Fri 8.30am-5pm)  
E: [customerservices.business@smartestenergy.com](mailto:customerservices.business@smartestenergy.com)  
Or visit [www.smartestenergy.com](http://www.smartestenergy.com)

### Electricity Used

For billing period from 01 Aug 2020 to 31 Aug 2020. Account Number: 10000000000

1 Site Address	Company Name	2 S	03	801	240
	Site Address 1		23	5247	0831 415
	Site Address 2				
	Site Address 3				
	Postcode				

Tariff: Smart Saver  
Contract End Date: 31/10/2020  
Notice Period End Date: 01/10/2020

3 Got an emergency?  
Contact the new national freephone service 24/7:  
Call 105 or visit [www.powercut105.com](http://www.powercut105.com)

4 Cost of Electricity used

Meter Serial Number	Description	Units	Price	Cost
E122032858	Unrestricted	1042	15.25p/kWh	£ 158.91
	Climate Change Levy (1042 units @ 0.847p/unit)			£ 8.83
	Electricity Standing Charges (29 days @ £0.2881 Per Day)			£ 8.35
<b>Total Charges this Period (excluding VAT)</b>				<b>£ 176.09</b>

### Meter Readings

Meter Serial Number	Register		Date	Reading	kWh
E122032858	Unrestricted	Present	01/09/20	93230 (E)	156
		Previous	25/08/20	93074 (A)	
	Unrestricted	Present	25/08/20	93074 (A)	886
		Previous	01/08/20	92188 (E)	

We calculate your consumption by using the latest actual reading we hold at the time we prepare your invoice. Then we estimate to the end of the billing period based upon historic usage.  
If your Meter Readings consist of only Estimated (E) readings we would be grateful if you could let us have an up to date reading via our website.

Reading classifications are denoted as (C) Customer, (E) Estimate, (D) Deduced or (A) Actual

SmartestEnergy Business Ltd. Registered Address Premium House, The Esplanade, Worthing BN11 2BJ.  
Company No 06468846. Vat No 976 2976 33. This is a VAT invoice.

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## 5 Electricity Meter Readings

These are your meter readings for the billing period. If you have recently joined SmartestEnergy, and/or awaiting installation of a Smart Meter, we may issue your invoice using estimated reads based on previous consumption. In this instance if you wish it to reflect more accurate usage, please submit readings to us by the 25<sup>th</sup> of each month (see below).

**Please note:** Once we have installed a Smart Meter, we will be able to obtain reads remotely on or around the 25<sup>th</sup> of each month. This means the last few days of each month (approximately 5 days) will be estimated based on your usage. The following months read will then cover this period to ensure you continue to receive an accurate invoice.

### Need to submit a meter reading?

Phone: 0800 088 4581 (24/7, automated service)

Online: [smartweb.smartestenergy.com](http://smartweb.smartestenergy.com)

## Electricity Used / Meter Readings Page (Cont.)

**SmartestEnergy Business Ltd**  
Premium House,  
The Esplanade,  
Worthing  
BN11 2BJ

**Contact our UK Customer Services:**  
T: 01903 703400  
(Mon-Thu 8.30am-5.30pm, Fri 8.30am-5pm)  
E: [customerservices.business@smartestenergy.com](mailto:customerservices.business@smartestenergy.com)  
Or visit [www.smartestenergy.com](http://www.smartestenergy.com)

### Electricity Used

For billing period from 01 Aug 2020 to 31 Aug 2020. Account Number: 10000000000

Site Address	Company Name	S 03 801 240		
Site Address 1	Site Address 1	23	5247	0831 415
Site Address 2	Site Address 2			
Site Address 3	Site Address 3			
	Postcode			

Tariff: Smart Saver  
Contract End Date: 31/10/2020  
Notice Period End Date: 01/10/2020

**Got an emergency ?**  
Contact the new national freephone service 24/7:  
Call 105 or visit [www.powercut105.com](http://www.powercut105.com)

#### Cost of Electricity used

Meter Serial Number	Description	Units	Price	Cost
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	Climate Change Levy (1042 units @ 0.847p/unit)			£ 8.83
	Electricity Standing Charges (29 days @ £0.2881 Per Day )			£ 8.35
<b>Total Charges this Period (excluding VAT)</b>				<b>£ 176.09</b>

#### Meter Readings

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We calculate your consumption by using the latest actual reading we hold at the time we prepare your invoice. Then we estimate to the end of the billing period based upon historic usage.  
If your Meter Readings consist of only Estimated (E) readings we would be grateful if you could let us have an up to date reading via our website.

Reading classifications are denoted as (C) Customer, (E) Estimate, (D) Deduced or (A) Actual

SmartestEnergy Business Ltd. Registered Address Premium House, The Esplanade, Worthing BN11 2BJ.  
Company No 06468846. Vat No 976 2976 33. This is a VAT invoice.

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## 1 Summary of Transactions

A summary of any payments received and the payment method on your account during the billing period appear here. Any outstanding invoices, invoice write-offs or credits owed to you will also appear in this section of the invoice.

### Budget Plan Customers


Your initial payment is based on your estimated annual consumption. Once installed your Smart Meter provides accurate reads allowing us to closely monitor your Budget Plan. If you are paying too much or too little we can adjust it, but recommend keeping your account in credit to balance against any seasonal fluctuations or unexpected high usage.

If you wish to amend your Budget Plan, please contact our UK Customer Services on **01903 703400** who will be happy to review this with you.

### Other Charges

If you have any other additional service charges which can include one-off charges or exceptional items such as paper billing they will also appear on this page (not shown on example).

## Charge / Transaction Summary Page



SmartestEnergy Business Ltd  
Premium House,  
The Esplanade,  
Worthing  
BN11 2BJ

Contact our UK Customer Services:  
T: **01903 703400**  
(Mon-Thu 8.30am-5.30pm, Fri 8.30am-5pm)  
E: [customerservice.business@smartestenergy.com](mailto:customerservice.business@smartestenergy.com)  
Or visit [www.smartestenergy.com](http://www.smartestenergy.com)

### 1 Summary of Transactions

For billing period from 01 Aug 2020 to 31 Aug 2020. Account Number: 100000000000

Description	Amount
Balance brought forward	£163.42 DR
Payment (Direct Debit) RefNo:100000000000 on 12/02/20	£163.42 CR
This Invoice	£211.31 DR
<b>Account Balance</b>	<b>£211.31 DR</b>

Payments received within the last 7 days may not appear until your next invoice is issued.

SmartestEnergy Business Ltd. Registered Address: Premium House, The Esplanade, Worthing BN11 2BJ.  
Company No 06468946. Vat No 976 2976 55. This is a VAT Invoice.

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## Useful Contact Info

Got a query about your bill? Please contact our UK based Customer Services, they'll be happy to help...

**By Phone:** 01903 703400  
(Mon-Thu, 8.30am – 5.30pm, Fri 8.30am - 5pm, excluding bank holidays)

**By Email:** [customerservices.business@smartestenergy.com](mailto:customerservices.business@smartestenergy.com)

**By Post:** SmartestEnergy Business, Premium House, Worthing, West Sussex, BN11 2BJ.

**Website:** [www.smartestenergy.com](http://www.smartestenergy.com)