

Your bill explained

Everything you need to know

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

Last revised – 1st 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.

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.

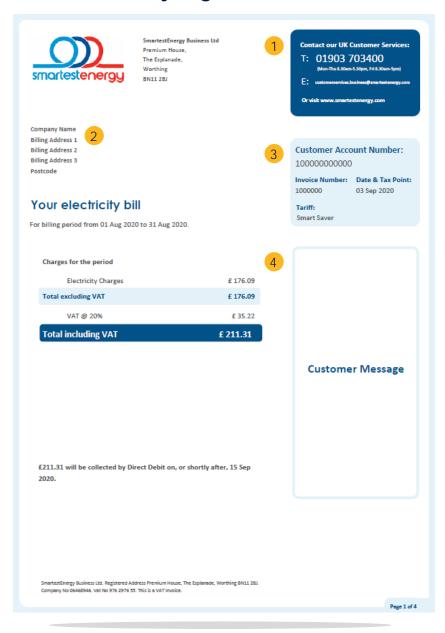
3 Important Account Info

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



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.

Total Charges Including VAT

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

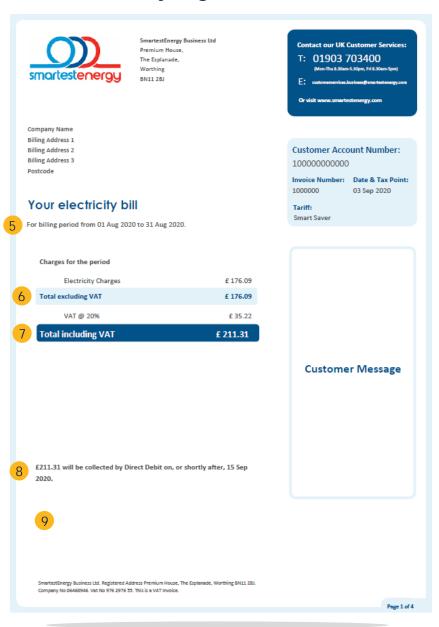
8 Payment Method

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.)



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.

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.

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.

Payment

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

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.

Other Information

Information on Termination Notice and our Fuel Mix Disclosure.

Customer Help Page (Reverse of Page 1)



For further customer information please visit our website at: www.smartestenergy.com/customerinfo



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

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1 Site Address

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

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

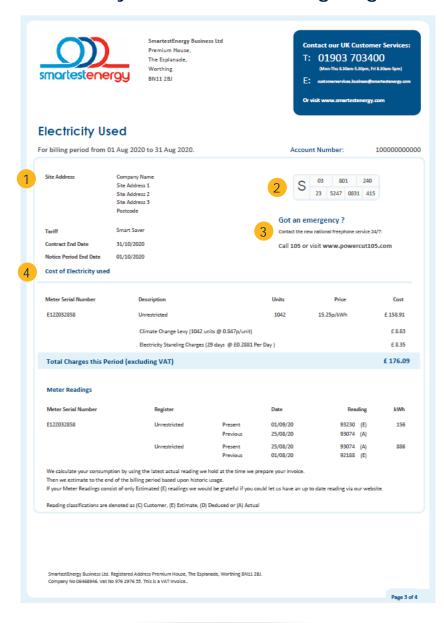
Should you have an emergency regarding your electricity supply, '105' is the number to contact for your local electricity distributor.

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



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 25th of each month (see below).

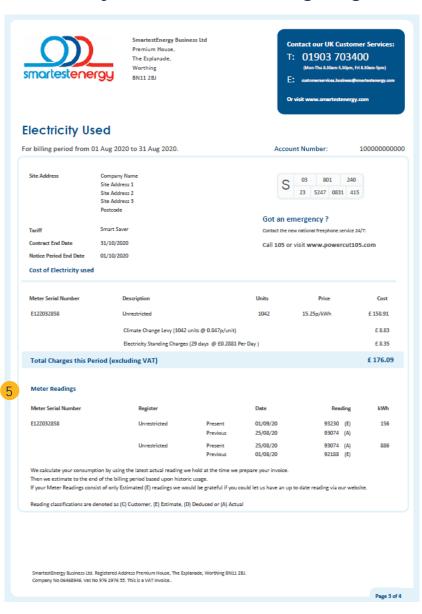
Please note: Once we have installed a Smart Meter, we will be able to obtain reads remotely on or around the 25th of each month. This means the last few days of each month (approximately 5 days) will be estimated based on your usage. The following months read will then cover this period to ensure you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

Need to submit a meter reading?

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

Online: smartweb.smartestenergy.com

Electricity Used / Meter Readings Page (Cont.)



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

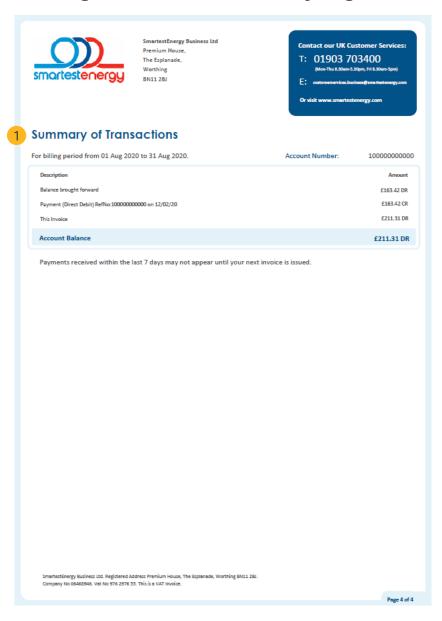
Your initial payment is based on your estimated annual consumption. Once installed your Smart Meter provides accurate reads allowing us to closely monitor your Budget Plan. If you are paying too much or too little we can adjust it, but recommend keeping your account in credit to balance against any seasonal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



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

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

Website: www.smartestenergy.com