



Your invoice explained

Everything you need to know

This guide gives you a breakdown of the key parts of your SmartestEnergy Business invoice including your service charges, breakdown of usage, payment transactions and other useful customer information.



**SmartestEnergy Business
Customer Help Guide**

Your SmartestEnergy Business invoice explained

We've designed our invoice with customer feedback in mind, to make it easy to find important information at a glance.

Main Summary Page:

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 Business.

smartestenergy Ridgeworth House, Liverpool Gardens, Worthing, West Sussex, BN11 1RY

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

Business Name
Billing Address Line 1
Billing Address Line 2
Billing Address Line 3
Billing Postcode

Customer Account Number: 100010000000
Invoice Number: 2841463 Date & Tax Point: 15 Dec 2022
Tariff: Smart Flex - Variable

Electricity Invoice
For billing period from 01 Nov 2022 to 30 Nov 2022.

| | |
|----------------------------|-------------------|
| Charges for the period | |
| Electricity Charges | £ 1,315.05 |
| Total excluding VAT | £ 1,315.05 |
| VAT @ 20% | £ 263.01 |
| Total including VAT | £ 1,578.06 |

You are on a budget plan. Payment will be taken in line with your current schedule.

RENEWABLE ENERGY PRODUCT LAUNCH
Business energy that won't cost the earth...
SmartFix Renewable

- > Simple way to reduce your carbon emissions and commit to the UK net zero agenda
- > Energy sourced from solar, wind, hydro, and biomass, backed by renewable certificates
- > Competitive pricing, protect against wholesale market increases for up to 5 years

Learn more about renewable energy for your business:
smartestenergy.com/business/renewable

SmartestEnergy Business Ltd. Registered Address: Ridgeworth House, Liverpool Gardens, Worthing BN11 1RY. Company No 06488946. Vat No 976 2976 55. This is a VAT invoice.

Page 1 of 4

Bill for illustrative purposes only.

Your SmartestEnergy Business invoice explained (cont.)

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.

7.

Total Charges Including VAT

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

8.

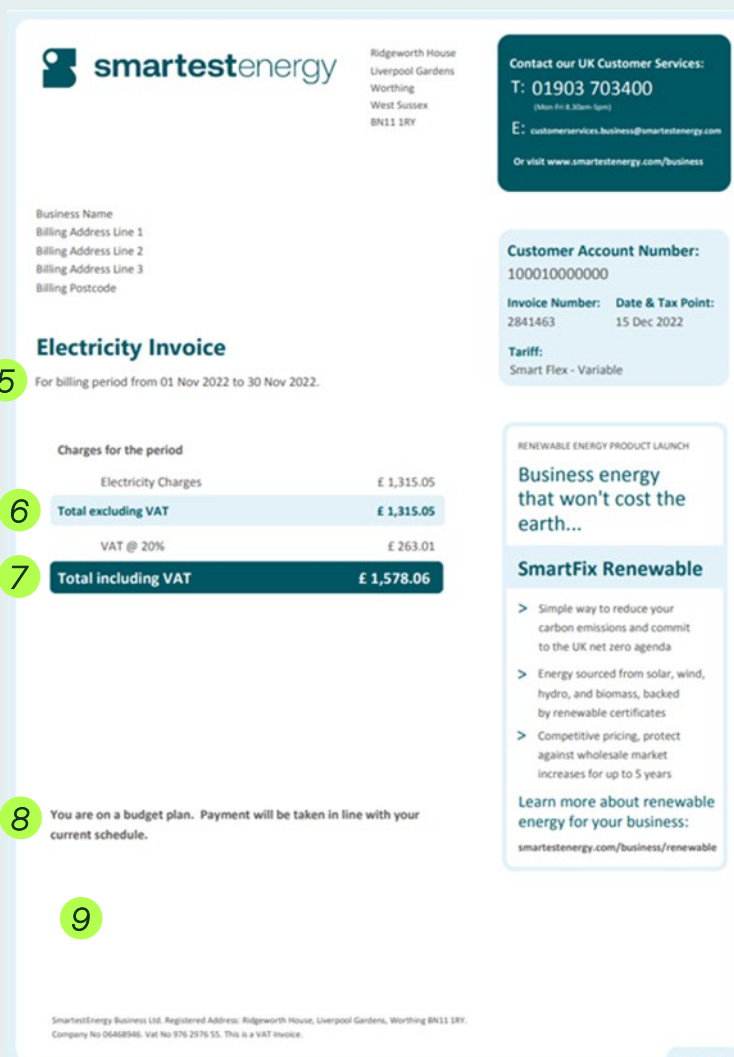
Payment Method

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).



The image shows a sample business electricity invoice from SmartestEnergy. The invoice includes the company logo, contact information, and a table of charges. A green circle with the number 5 is placed over the billing period information. A green circle with the number 6 is placed over the 'Total excluding VAT' row in the charges table. A green circle with the number 7 is placed over the 'Total including VAT' row. A green circle with the number 8 is placed over the 'You are on a budget plan' message. A green circle with the number 9 is placed over the footer information.

smartestenergy Ridgeworth House
Liverpool Gardens
Worthing
West Sussex
BN11 1RY

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E: customerservices.business@smartestenergy.com
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Business Name
Billing Address Line 1
Billing Address Line 2
Billing Address Line 3
Billing Postcode

Customer Account Number:
100010000000

Invoice Number: 2841463 Date & Tax Point:
15 Dec 2022

Tariff:
Smart Flex - Variable

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Electricity Invoice
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SmartestEnergy Business Ltd. Registered Address: Ridgeworth House, Liverpool Gardens, Worthing BN11 1RY.
Company No 06468946. Vat No 976 2976 55. This is a VAT invoice.

Page 1 of 4

Bill for illustrative purposes only.

Your SmartestEnergy Business invoice explained (cont.)

Customer Information Page:

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.

The screenshot shows the 'Customer Information Page' with six numbered callouts pointing to specific sections:

- 1. Contacting Us:** (Mon-Fri 8.30am-5pm excluding Bank Holidays)
Post: SmartestEnergy Business, Premium House, The Esplanade, Worthing BN11 2B1
Phone: 01903 703400
Fax: 01903 322990
Email: customerservices.business@smartestenergy.com
Online: Visit the 'Contact Us' page at www.smartestenergy.com/business
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 you through to your local network operator who can help. Alternatively visit the 105 website at www.powercut105.com.
- 2. Moving Premises:** Please let us know that you are moving premises as soon as possible via one of the following options:
 - Login to your SmartWeb Online Account under 'Moving Premises'
 - Visit www.smartestenergy.com/business/help-with-moving-premises
 - Phone our Change of Tenancy Team on 01903 703424Please ensure you have a recent invoice to hand and a current meter reading/s. We may also ask you to provide photos of the meter.
SmartestEnergy Business welcome the opportunity to provide services at your new address. Please let us know if you would like a competitive quote.
Important: If you move without notifying us, you could be billed for electricity used by the next occupier.
- 3. Complaints:** We are committed to providing outstanding customer service and welcome your views and opinions on how we can improve our standards. We recognise that we do not always get things right and if there is an issue with your account, or you are unhappy with the service you have received from us, please let us know by using the procedure outlined in our 'Complaints Handling Procedure'. 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/customerinfo. For meter and/or data related disputes, or anything else please contact 01903 703400.
We are committed to only working with Brokers who are registered with the Alternative Dispute Resolution (ADR) scheme. This scheme allows customers to raise Broker disputes directly with the Ombudsman. For more information please visit: www.ombudsman-services.org/sectors/energy-brokers
- 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/customerinfo. 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.
- 5. Meter Readings:** Once a Smart Meter is installed we will typically issue your bill based on automated readings from the meter. If your bill is estimated, you can provide readings to ensure bills are based upon actual usage. Please submit readings by the 25th of each month via the following:
 - Online via SmartWeb (smartweb.smartestenergy.com)
 - Email to meterreadings.business@smartestenergy.com
 - Phone on 0800 088 4511 (24/7 service, free from a landline)Please reference your account number and meter serial number when submitting readings.
Accessing your smart meter usage data: You can access up to 12 months of the usage data from your smart meter at no extra cost, to request this please contact our UK Customer Services, they'll be happy to help.
- 6. Other Information:** End of Contract: Your contract end date is displayed on your invoice. You may serve termination notice in writing at any point before the end of the fixed term in order to terminate at the contract end date. If you do not agree new fixed prices or do not terminate, your contract will extend for 12 months on a variable tariff. If you terminate and do not switch to another supplier you will also move to a variable tariff.
Fuel Mix Disclosure: The mix of energy sources for the generation of electricity as utilised by SmartestEnergy Business can be viewed at www.smartestenergy.com/customerinfo

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

SmartestEnergy Business Ltd.
Registered Address: Ridgeworth House, Liverpool Gardens, Worthing BN11 1RY.
Company No 06468946. Vat No 976 2976 55.

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Bill for illustrative purposes only.

Your SmartestEnergy Business invoice explained (cont.)

Electricity Used / Meter Readings Page:

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.

The screenshot displays a SmartestEnergy Business invoice page. At the top left is the SmartestEnergy logo and address: Ridgeworth House, Liverpool Gardens, Worthing, West Sussex, BN11 1RY. At the top right is contact information for UK Customer Services: T: 01903 703400, E: customerservices.business@smartestenergy.com, and the website www.smartestenergy.com/business. The main heading is 'Electricity Used' for the billing period from 01 Nov 2022 to 30 Nov 2022, with Account Number 10001000000. A table shows site address details (1), MPAN (2), and tariff information (3). A 'Cost of Electricity used' table (4) lists charges for meter serial number E168G12345, including unrestricted usage, climate change levy, standing charges, and energy bill relief. The total charges for the period are £1,315.05. Below this is a 'Meter Readings' table showing readings for the same meter serial number. A disclaimer at the bottom explains that consumption is calculated using the latest actual reading or estimated readings, and that reading classifications are denoted as (C) Customer, (E) Estimate, (D) Deducted, or (A) Actual.

Bill for illustrative purposes only.

Your SmartestEnergy Business invoice explained (cont.)

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.

The screenshot displays the 'Electricity Used' and 'Meter Readings' sections of a SmartestEnergy Business invoice. The 'Electricity Used' section includes a table of charges and a 'Total Charges this Period' summary. The 'Meter Readings' section includes a table of readings and a note about estimated readings.

Electricity Used
For billing period from 01 Nov 2022 to 30 Nov 2022. Account Number: 100010000000

Site Address: Site Address 1, Site Address 2, Site Address 3, Site Postcode
Tariff: Smart Flex - Variable
Contract End Date

Cost of Electricity used

| Meter Serial Number | Description | Units | Price | Cost |
|--|--|-------|-------------|-------------------|
| E168G12345 | Unrestricted | 1502 | 120.00p/kWh | £ 1,802.40 |
| | Climate Change Levy (1502 units @ 0.775p/unit) | | | £ 11.64 |
| | Electricity Standing Charges (30 days @ £0.6400 Per Day) | | | £ 19.20 |
| | Energy Bill Relief Scheme (1502.0 units @ -34.5p/unit) | | | £-518.19 |
| Total Charges this Period (excluding VAT) | | | | £ 1,315.05 |

5 Meter Readings

| Meter Serial Number | Register | Date | Reading | kWh | |
|---------------------|--------------|----------|----------|------------|------|
| E168G12345 | Unrestricted | Present | 01/12/22 | 144812 (C) | 374 |
| | | Previous | 25/11/22 | 144438 (A) | |
| | Unrestricted | Present | 25/11/22 | 144438 (A) | 1128 |
| | | Previous | 01/11/22 | 143310 (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: Ridgeworth House, Liverpool Gardens, Worthing BN11 1RY. Company No 06488946. Vat No 974 2976 55. This is a VAT Invoice.

Bill for illustrative purposes only.

Need to submit a meter reading?

Phone: 0800 088 4581
(24/7, automated service)
Online: smartweb.smartestenergy.com

Your SmartestEnergy Business invoice explained (cont.)

Charge/ Transaction Summary Page:

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).

The image shows a sample invoice page from SmartestEnergy Business. At the top left is the SmartestEnergy logo. To its right is the company address: Ridgeworth House, Liverpool Gardens, Worthing, West Sussex, BN11 1RY. On the far right, there is a dark blue box with white text providing contact information for UK Customer Services: T: 01903 703400 (Mon-Fri 8.30am-5pm), E: customerservices.business@smartestenergy.com, and Or visit www.smartestenergy.com/business. The main heading is 'Summary of Transactions' with a circled '1' next to it. Below this, it states 'For billing period from 01 Nov 2022 to 30 Nov 2022.' and 'Account Number: 100010000000'. A table follows with two columns: 'Description' and 'Amount'. The table entries are: 'Balance brought forward' (£35.63 DR), 'Payment (Direct Debit) on 08/11/22' (£363.00 CR), 'Payment (Direct Debit) on 07/12/22' (£1,892.00 CR), and 'This Invoice' (£1,578.06 DR). A final row shows 'Account Balance' (£641.31 CR). Below the table, a note says 'Payments received within the last 7 days may not appear until your next invoice is issued.' At the bottom left, there is small text: 'SmartestEnergy Business Ltd. Registered Address: Ridgeworth House, Liverpool Gardens, Worthing BN11 1RY. Company No 06468946. Vat No 976 2976 55. This is a VAT Invoice.' At the bottom right, it says 'Page 4 of 4'.

| Description | Amount |
|------------------------------------|-------------------|
| Balance brought forward | £35.63 DR |
| Payment (Direct Debit) on 08/11/22 | £363.00 CR |
| Payment (Direct Debit) on 07/12/22 | £1,892.00 CR |
| This Invoice | £1,578.06 DR |
| Account Balance | £641.31 CR |

Bill for illustrative purposes only.

Contact us

Got a query about your SmartestEnergy Business invoice? Please contact our dedicated Customer Services, they'll be happy to help...

Phonelines are open Monday-Friday, 8.30am-5.00pm, excluding bank holidays.



 **Phone:** 01903 703400

 **Email:** customerservices.business@smartestenergy.com

 **Online:** smartweb.smartestenergy.com

Keep up-to-date and follow us:



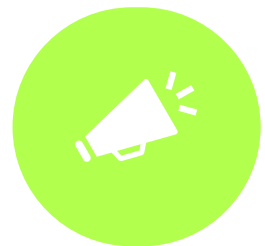
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