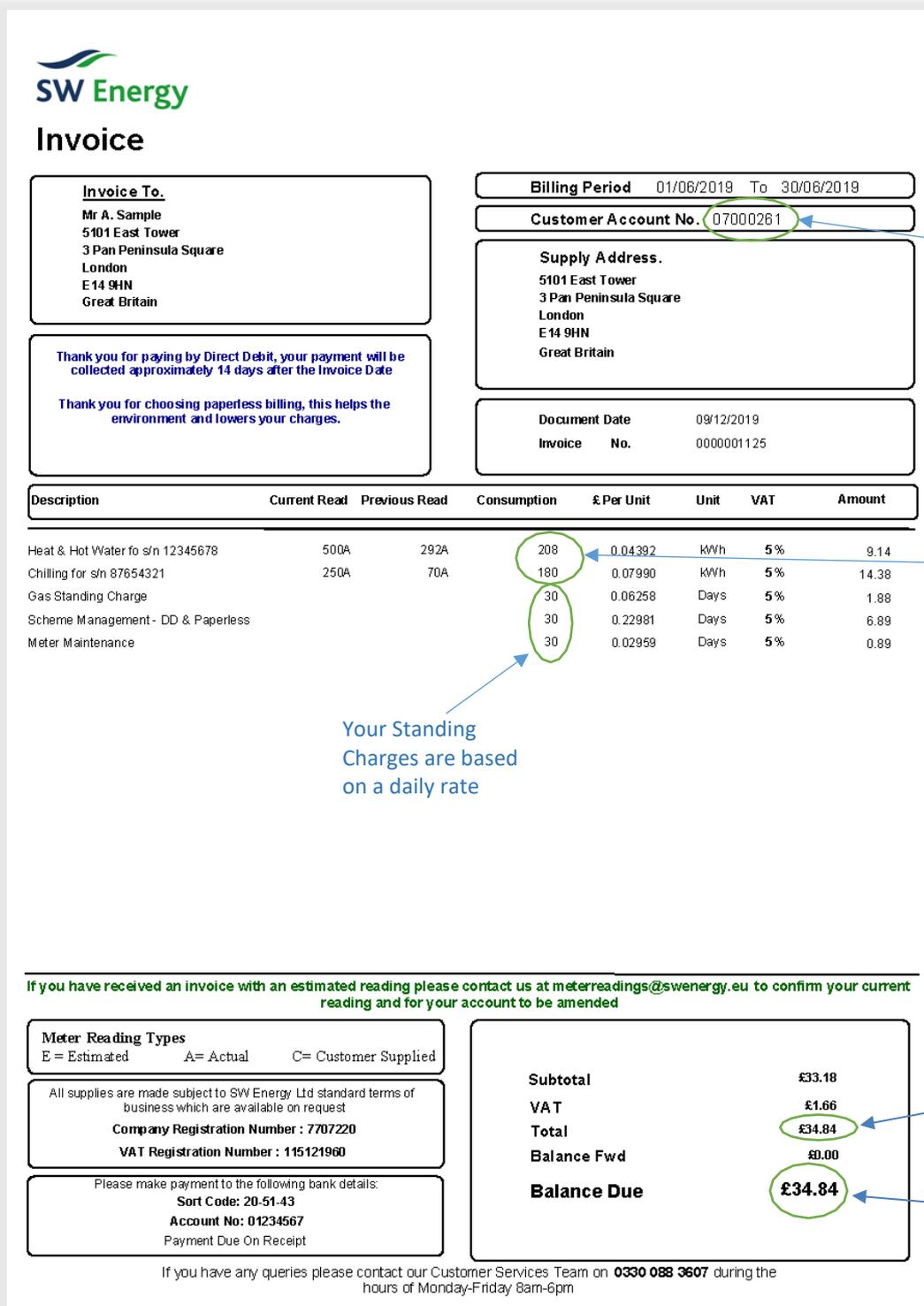


Understanding your SW Energy bill

SW Energy will send you a monthly bill to charge you for your actual consumption of heat and hot water. Each month SW Energy will access the remote reading system which measures your consumption of heat and hot water. We will use these meter readings to calculate what you owe.

Your bill contains various information which shows you what you have consumed, what the charges are and how you can make payment.



SW Energy
Invoice

Invoice To:
Mr A. Sample
5101 East Tower
3 Pan Peninsula Square
London
E14 9HN
Great Britain

Billing Period 01/06/2019 To 30/06/2019

Customer Account No. 07000261

Supply Address:
5101 East Tower
3 Pan Peninsula Square
London
E14 9HN
Great Britain

Thank you for paying by Direct Debit, your payment will be collected approximately 14 days after the Invoice Date

Thank you for choosing paperless billing, this helps the environment and lowers your charges.

Document Date 09/12/2019
Invoice No. 0000001125

Description	Current Read	Previous Read	Consumption	£ Per Unit	Unit	VAT	Amount
Heat & Hot Water fo s/n 12345678	500A	292A	208	0.04392	kWh	5%	9.14
Chilling for s/n 87654321	250A	70A	180	0.07990	kWh	5%	14.38
Gas Standing Charge			30	0.06258	Days	5%	1.88
Scheme Management - DD & Paperless			30	0.22981	Days	5%	6.89
Meter Maintenance			30	0.02959	Days	5%	0.89

Subtotal £33.18
VAT £1.66
Total £34.84
Balance Fwd £0.00
Balance Due £34.84

Meter Reading Types
E = Estimated A = Actual C = Customer Supplied

All supplies are made subject to SW Energy Ltd standard terms of business which are available on request

Company Registration Number : 7707220
VAT Registration Number : 115121960

Please make payment to the following bank details:
Sort Code: 20-51-43
Account No: 01234567
Payment Due On Receipt

If you have any queries please contact our Customer Services Team on **0330 088 3607** during the hours of Monday-Friday 8am-6pm

This is your Customer Account Number.

We will ask you for this if you contact us.

This is what you have used based on your meter readings

Your Standing Charges are based on a daily rate

Current Billing Period Charge

Total Amount. This can sometimes be different from the Current Billing Period Charge e.g. if a previous balance has been carried over

‘Customer account no’

This is your unique customer account number which allows SW Energy to identify your account.

‘Billing period’

This shows the start and end dates for the charges on your invoice.

‘Consumption’

This is the total amount of energy measured in kWh for chilling (where available), heat and hot water. A daily fee for the scheme management charge, gas standing charge and meter maintenance charge are included.

‘Scheme Management’

The scheme management charge contributes to the cost of SW Energy providing the billing and customer services for your development.

‘Meter Maintenance’

The meter maintenance charge contributes to the cost of SW Energy maintaining the meter(s) in your apartment and the related metering infrastructure. As an example the average cost to replace a meter is over £150.

‘Invoice total’

This shows you charges for the current billing period.

‘Balance fwd’

This shows you any balance brought forward from the previous invoice.

‘Balance due’

This is the total amount that you must pay. It includes any balance brought forward plus the total of your new charges for the period being billed.

‘Direct debit’

If you have signed up to pay by direct debit please note that the balance due on your invoice will be collected approximately 14 days after the invoice is issued.

‘Previous or current read’

This is your meter reading which will be followed by **A**, **E** or **C**.

A = Actual reading **E** = Estimated reading **C** = Customer provided reading

If you have received an estimated bill, and would like to receive a bill based on actual consumption, please email a picture of your meter showing the actual read to meterreadings@swenergy.eu. Please remember to include your account number and the date the read was taken.