Your new ScottishPower invoice explained

ScottishPower: switching you on to the right choice for your business.
About your new invoices

At ScottishPower, we have listened to feedback from our customers and have used your comments and suggestions to produce a new, improved invoice design – making it easier to understand and use.

We’ve changed the way it looks, to make it easier for you to read and navigate.

Information has been arranged into sections, to help give you a clearer understanding of your invoices, with important information highlighted to make it stand out.

Some of the changes you will notice on your new invoice are:

- clearer explanation of charges
- we will show only what is relevant to you
- information arranged into sections – making it easier to navigate
- important information is highlighted
- an ‘at a glance’ Account Summary showing charges, payments and how much is outstanding
- the purple “message box” on the front of your new invoice allows us to tell you important information about your account and relevant services we can offer you
- what you have agreed in your energy contract is what will appear on your invoice – all charges will be clearly displayed

Overview of your new invoices

Your new invoice consists of a number of different pages and sections.

The actual invoices you receive will vary, depending on a number of factors – such as whether you are a business or a household with a large energy supply; whether we supply your energy to more than one of your business’s sites and what type of meter you have.

Invoice Types

1. Invoice Summary
   This is a 2 page invoice, which summarises your electricity charges.

2. Site Sheet for electricity supply – Half Hourly
   This is a breakdown of the electricity charges for an individual supply address, where the supply is recorded Half Hourly. Where you have more than one electricity supply address, an electricity site sheet will be produced for each supply address.

3. Site Sheet for electricity supply – Non Half Hourly
   This is a breakdown of the electricity charges for an individual supply address, where the supply is Non Half Hourly. Where you have more than one electricity supply address, an electricity site sheet will be produced for each supply address.

4. Statement
   Statement of account for Group Customers – Statements will be produced in reference number order.

5. Site Summary – Groups
   If you are a Group customer currently receiving Group Wide Statement Invoicing reports, you will continue to receive Site Summary Statements. These provide you with a summary of all invoices issued during the period for your Group.

If you have any questions which are not covered in this guide, please call us on 0845 213 0205.
Invoice Summary

This is a summary of your energy invoice. If we supply more than one of your sites with energy, then this invoice could include these. In some cases this is your tax invoice and other instances, this may be simply a statement – your invoice will indicate whether it has to be paid or not.

1. Description of Document
This will advise if the document is a tax invoice or statement and whether it is for payment or not. For example, it may be a Tax Invoice, which has to be paid; a Statement, which is for information only; or another type of invoice such as Credit Note.

2. Address
This is the name and address where the invoice or statement will be sent – this may be different from the supply address.

3. Contact Details
Details of how to get in touch with us are shown here. You can contact us by telephone, email or by writing to us.

4. Account Number
Your 9 digit customer account number – please have it to hand if you need to get in touch with us.

5. Customer Account/Details
This is where you will find some important information relating to your invoice such as Invoice Date and Invoice Reference Number, as well as the Payment Method you have chosen. If you supplied a reference number, such as a purchase order or accounting code, this will appear against Your Ref No.

6. Message Panel
This is where we will display any important information in relation to your account. In addition to this, we will also display the latest information about other ScottishPower services and products we believe could benefit your business.

7. Summary of Charges
This is a summary of your invoice, including charges, discounts and VAT.

8. Service
Displays the description of charges that this invoice is for.

9. Invoice Period
Advises you of the period that your invoice covers.

10. Total Electricity Charges (excluding VAT)
The total electricity charges for this period, excluding VAT.

11. Total Charges (excluding VAT)
Details the total amount due for this period, excluding VAT.

12. Total VAT
VAT will be calculated on your invoice at the prevailing VAT rate(s). This will show you the VAT % rate(s) and the amount(s) the rate(s) has been applied to. Shows the total VAT due on this invoice.

13. Total Charges (including VAT)
The total amount due for this period, including VAT.

14. Method of payment
If you have chosen to pay by Direct Debit, a message will be displayed advising when the payment for this invoice will be deducted from your bank. If you have chosen not to pay by direct debit, a bank giro slip will be displayed here.
ScottishPower: switching you on to the right choice for your business
15. Statement of Account
Your tax invoice will show a statement of your account, including:
   a) total payments received in the period
   b) the amount of this invoice
   c) the total amount you need to pay

16. In Case of Emergency
This section will advise you of contact details in the event of a power cut or if you notice electricity equipment that appears to have been damaged or gives cause for concern.

17. Change of Tenancy or Premises
What to do if your business moves or there is a change to your details.

18. Advice and Enquiries
How you can get in touch with us. This also shows how you contact us to get your problem resolved if you are unhappy with our service. Also provided are contact details for Energywatch, who will take your complaint on board if we fail to resolve the issue to your satisfaction.

19. Minicom Service
Details of our Minicom Service for those with hearing difficulties.

20. Climate Change Levy (CCL)
Information on the government Climate Change Levy (CCL), which may be charged on the units you use. You can also find out how you might be able to reduce the impact of this levy on your business. In April 2001, the Government introduced a climate change levy on business use of energy.

21. Codes of Practice
How to obtain further information about our services.

22. How to Pay
Explains how and where you can pay your invoice. Note: If you are a Payment Plan customer or pay by Direct Debit, then you will already be paying for your energy charges. The statement that you receive is for information only – no further action is required.
Your new ScottishPower invoice explained

Invoice Summary – BACK

Balance on your account £
Balance from previous invoice 8,899.87
Total payments received up to 14-Mar-2007 0.00
Total adjustments since previous invoice 0.00
Balance outstanding 8,899.87
Total of charges due within this invoice 7,578.56
Total Balance Outstanding £16,478.43

In case of Emergency

Gas – In the event of a problem with your gas supply, please call 0870 160 0229 straight away. Lines open 24 hours. To identify your gas transporter and obtain contact details please call 0870 160 0229

Electricty – If you have a power cut or you notice United Utilities electricity equipment that has been damaged orcaused concern, please call 0800 195 4141. Lines open 24 hours. Alternatively write to: United Utilities, BILL SHAW, GENERAL MANAGER, NETWORK MANAGEMENT, DAWSON HOUSE, GREAT SANKEY, WARRINGTON, WA5 3LW.

Advice and Enquiries

If you have any questions about this account or the services we provide, please call our Customer Services Centre on 0845 213 0205. Monday to Friday from 8:30am to 4:45pm.

For payment enquiries, please call 0845 272 6060 Monday to Friday from 9:00am to 5:00pm. We may record calls for security and training purposes.

For billing enquiries, you can write to our Customer Services Manager at the address shown below.

For payment enquiries, you can write to us at ScottishPower, Business Collections, Smithy Lane, Rhosytyn, Wrexham, LL14 4RJ.

If you are unhappy with the service we have given please write to our Customer Care Manager at ScottishPower, Customer Services, Cathcart Business Park, Spean Street, Glasgow G44 4BE.

Energywatch. In the unlikely event that we cannot resolve your problem, Energywatch may be able to help. However, please contact us first. Energywatch is the trading name of the Gas and Electricity Consumer Council and is committed to improving the service offered to energy customers.

For advice or details of where to find your nearest office, contact them on 0845 906 0708. Telephone for deaf or hard of hearing is 0845 758 1401.

Alternatively you can visit their website www.energywatch.org.uk or email them at enquiries@energywatch.org.uk.

Minicom Service

If you have Minicom equipment you can contact the Minicom text phone service for the deaf or hard of hearing on 0800 027 9001.

How to Pay

You can spread the cost of your energy changes over the year by paying monthly or quarterly by Direct Debit, or monthly by Standing Order, through your bank or Building Society. If you want to join the scheme please call us at the number shown below.

Telephone Banking. Please advise your bank or Building Society to pay to Scott Code: BS 07-06.

A/C No. 90018002. You need to give them your 8 digit account number shown overhead.

By Post. To pay by post, tear off the Bank Giro Credit slip overleaf and send it, with your cheque made payable to “ScottishPower” to ScottishPower Group, Payment Collection Centre, PO Box 3898, Glasgow G44 4YJ. Please DO NOT send cash through the post.

You can pay at any bank. Fill in the bank giro credit slip overleaf and take it to the bank with your payment. Cheques should be made payable to “ScottishPower”. Write your name, address and 9 digit account number on the back. Your bank is likely to provide efficient ways for you to pay your bill, to avoid queuing at the counter, please ask at your bank.

You may have to pay a charge.

VAT Value Added Tax

Prices and charges are subject to VAT at the rate applicable from time to time.

Climate Change Levy

The CCL is a government levy on energy consumption applicable to most businesses. It is charged on the units you use. The government asks that energy suppliers collect this levy on their behalf.

Your business may be eligible for some form of exemption. For more information contact HM Revenue & Customs.

Our “Green Source” products may help you to reduce you consumption, lower your energy costs and reduce the impact of this levy. To find out more information, contact us on 0800 027 1002 or visit our dedicated Green Source website www.warminside.com

Codes of Practice

We have Codes of Practice booklets which include the following. Visiting Your Premises and Energy Efficiency.

Call our brochure ordering on 0845 050 0922 to request your free copies.

Alternatively, these can be downloaded from our website www.scottishpower.co.uk by clicking on Home Energy / Customer Services/Codes of Practice.
Site sheet for electricity supply
Half Hourly

This is a breakdown of the electricity charges for an individual supply address, where the supply is recorded Half-Hourly. Where you have more than one electricity supply address, an Electricity Site Sheet will be produced for each supply address.

1. Invoice Type
This advises you that this sheet is not a Tax Invoice. This is a site sheet which details your electricity charges.

2. Supply Address
This identifies the electricity supply address.

3. Details of Electricity Charges
Tells you that this invoice is for the supply of electricity and the period that your electricity invoice covers.

4. Your Ref No.
If you have given us any reference numbers to quote on your invoice, for example, a Purchase Order number or internal accounting code, it will be displayed here.

5. Invoice Ref No. and Date
The reference number and date of your electricity invoice – you will need these if you want to talk to us about your new invoice.

6. Electricity Supply Number
This is your unique meter number for electricity, also referred to as MPAN. If you have more than one meter, the other supply numbers will appear on the last page of the electricity invoice.

7. In Case of Emergency
This contains details of who to call in an emergency, such as loss of electricity supply.

8. Account Number
Your 9 digit customer account number will be displayed here – please have this to hand if you need to get in touch with us.

9. Green Source
If you have chosen to buy renewable energy from us, ScottishPower’s Green Source logo will appear on your electricity invoice.

10. Energy Charges
Here you will find details of any standing charges. If you have a Maximum Demand supply, your demand related charges will be detailed.

11. Energy Consumption
The kWh units used for similar Time Periods for all registers and meters are subtotalled before applying the relevant unit price(s) to the subtotal kWh for each Time Period.

12. Energy Consumption Subtotal
The total number of Units Used (kWh) and the cost of Units Used (kWh) for this invoice period.

13. Distribution Use of System Charges
Variable charges will be applied to your invoice if you have agreed this as part of your energy supply contract. These charges will be applied to your invoice in the same way they have been applied to us by the company who distributes electricity to your premises.

14. Settlement Use of System Charges
Details of Settlement charges applied to your account. These were previously “rolled” up charges but are now unbundled to show the value of each charge.

15. Continuation mark
Where your invoice continues onto another page, you will be prompted to turn over the page.
Your new ScottishPower invoice explained

## Details of Electricity Charges

**Period:** From 1st Nov 2006 to 30th Nov 2006

### Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Bill Period</th>
<th>Unit Quantity</th>
<th>Unit Description</th>
<th>Rate</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Power Factor (PF)</td>
<td>0.688</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum Demand:</td>
<td>This Month</td>
<td>269.7 kW</td>
<td>0.688</td>
<td>392.0 kVA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>This Year</td>
<td>463.0 kW</td>
<td></td>
<td>463.0 kVA (October 2006)</td>
<td></td>
</tr>
<tr>
<td>Supply Capacity:</td>
<td>375.0 kVA</td>
<td></td>
<td></td>
<td>100.0 kW</td>
<td></td>
</tr>
</tbody>
</table>

#### Time Period

- **Day (07:30 to 00:30):**
  - Units Used (kWh): 55,611
  - Units used adjusted for Loss Factors (kWh): 60,364*
  - Rate: 6.6810p
  - Total (£): 4,302.92
- **Night (00:30 to 07:30):**
  - Units Used (kWh): 11,341
  - Units used adjusted for Loss Factors (kWh): 12,216*
  - Rate: 5.5030p
  - Total (£): 672.25
- **Sub Total:** 72,580 kWh*
  - Total (£): 4,705.17

*Units Used adjusted for Loss Factors – this includes TuoS and DUoS losses.

### Distribution Use of System Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Bill Period</th>
<th>Unit Quantity</th>
<th>Unit Description</th>
<th>Rate</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised Capacity Charge</td>
<td>1.00</td>
<td>463</td>
<td>kVA</td>
<td>£1.2000</td>
<td>555.60</td>
</tr>
<tr>
<td>Reactive Power Charge</td>
<td>1.00</td>
<td>18,062</td>
<td>kWh</td>
<td>0.5000p</td>
<td>90.31</td>
</tr>
<tr>
<td>Standing Charge</td>
<td>1.00</td>
<td>1</td>
<td>per month</td>
<td>£16.8300</td>
<td>16.83</td>
</tr>
<tr>
<td>Usage Day</td>
<td>56,914</td>
<td></td>
<td>kWh</td>
<td>0.4100p</td>
<td>233.35</td>
</tr>
<tr>
<td>Usage Night</td>
<td>10,038</td>
<td></td>
<td>kWh</td>
<td>0.0700p</td>
<td>7.03</td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>903.12</td>
</tr>
</tbody>
</table>

### Settlement Use of System Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Bill Period</th>
<th>Unit Quantity</th>
<th>Unit Description</th>
<th>Rate</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications Charge</td>
<td>1.00</td>
<td>1</td>
<td>per month</td>
<td>£19.7500</td>
<td>19.75</td>
</tr>
<tr>
<td>Date Aggregator Charge</td>
<td>1.00</td>
<td>1</td>
<td>per month</td>
<td>£2.0000</td>
<td>2.00</td>
</tr>
<tr>
<td>Date Collection Charge</td>
<td>1.00</td>
<td>1</td>
<td>per month</td>
<td>£13.0000</td>
<td>13.00</td>
</tr>
<tr>
<td>Elexon Fixed Charge</td>
<td>1.00</td>
<td>1</td>
<td>per month</td>
<td>£1.2500</td>
<td>1.25</td>
</tr>
<tr>
<td>Elexon Variable Charge</td>
<td>56.952</td>
<td></td>
<td>kWh</td>
<td>0.001271p</td>
<td>2.19</td>
</tr>
<tr>
<td>Hydro Surcharge</td>
<td>56.952</td>
<td></td>
<td>kWh</td>
<td>0.0110p</td>
<td>8.70</td>
</tr>
<tr>
<td><strong>Sub Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>46.89</td>
</tr>
</tbody>
</table>

*Breakdown of energy charges continues overleaf*
16. Transmission Use of Charges
Charges made by the National Grid Company (NGC) for the use of their system will be shown on your invoice. The charges vary according to the location to which the electricity is supplied and are published by the NGC.

17. Green Source Charges
The cost of any renewable energy you have chosen to buy from us.

18. Levies
Any levies that may apply to the electricity you consume, will appear fully itemised on your electricity invoice. This will detail the type of levy; if you are entitled to relief from any Levies, it will detail by how much; it will show how much energy each Levy is applied to as well as the total cost of any Levies.

19. Other Charges
Any other charges or credits will be itemised, showing the relevant VAT rate applicable against each charge or credit.

20. Discounts
Any discounts applicable to your electricity charges, can be itemised.

21. Total (excluding VAT)
The total of all electricity charges in the period, before VAT.

22. VAT
VAT will be calculated at the applicable rate(s) for your business and detailed in full. Small Supply for VAT purposes: If your electricity consumption falls below a certain level of kWh per day (currently <33 kWh per day, as set by HMRC), you may be classed as a small supply for VAT purposes. If applicable, your invoice will highlight this.

23. Total (including VAT)
The total amount due for this invoice.

24. Climate Change Levy Accounting Document
In April 2001, the Government introduced a climate change levy on business use of energy. Your statement will indicate whether it is a Climate Change Levy accounting document.

25. Electricity Supply Numbers
Your main supply number will be shown on the front of your electricity invoice. Any additional supply numbers will appear here at the end of your invoices.
### Transmission Use of System Charges

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Bill Period</th>
<th>Units Used (kWh)</th>
<th>Rate</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triad Demand</td>
<td>1/5</td>
<td>300</td>
<td>324 *</td>
<td>£12.0261</td>
</tr>
</tbody>
</table>

* Units Used adjusted for Loss Factors - 1.08

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### Green Source Charges

<table>
<thead>
<tr>
<th>Source</th>
<th>From Days</th>
<th>Units Used in Period (kWh)</th>
<th>Green Source %</th>
<th>Green Source Units (kWh)</th>
<th>Green Source Premium (p)</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green Source</td>
<td>01/11/06 30</td>
<td>66,952</td>
<td>10</td>
<td>6,695</td>
<td>0.4300</td>
<td>28.79</td>
</tr>
</tbody>
</table>

Sub Total 28.79

---

### Levies

<table>
<thead>
<tr>
<th>Type</th>
<th>From Days</th>
<th>Units</th>
<th>Business %</th>
<th>Renewable %</th>
<th>CHP</th>
<th>Non-exempt %</th>
<th>Non-exempt Units</th>
<th>Rate</th>
<th>Total (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCL</td>
<td>01/11/06 30</td>
<td>66,952</td>
<td>100</td>
<td>10 Green Source</td>
<td>0</td>
<td>100</td>
<td>60,256</td>
<td>0.4300p</td>
<td>259.10</td>
</tr>
</tbody>
</table>

Sub Total 259.10

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### Other Charges

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Invoicing Charge</td>
<td>198.00</td>
<td></td>
</tr>
<tr>
<td>Sub Total</td>
<td>198.00</td>
<td></td>
</tr>
</tbody>
</table>

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### Discounts

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Disc. 10% of £4,705.17</td>
<td>-470.52</td>
<td></td>
</tr>
<tr>
<td>Sub Total</td>
<td>-470.52</td>
<td></td>
</tr>
<tr>
<td>Total (excluding VAT)</td>
<td>6,449.84</td>
<td></td>
</tr>
</tbody>
</table>

---

### VAT

This bill is split 0% domestic use, 100% non-domestic use.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>VAT @ 17.5% on £6,449.84</td>
<td>1,128.72</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1,128.72</td>
<td></td>
</tr>
</tbody>
</table>

---

Total (including VAT) £7,578.56

This is a climate change levy accounting document

Supplementary Electricity Supply Numbers are: 160012456789
Site sheet for electricity supply
Non Half Hourly

This is a breakdown of the electricity charges for an individual supply address, where the supply is not recorded Half-Hourly. Where you have more than one electricity supply address, an Electricity Site Sheet will be produced for each supply address.

1. Invoice Type
This advises you that this sheet is not a Tax Invoice. This is a site sheet which details your electricity charges.

2. Supply Address
This identifies the electricity supply address.

3. Electricity Supply Number
This is your unique meter point number for electricity, also referred to as MPAN (main meter). If you have more than one meter, the other supply numbers will appear on the last page of your electricity invoice.

4. Your Ref No.
If you have given us any reference numbers to quote on your invoice, for example, a Purchase Order number or internal accounting code, it will be displayed here.

5. Invoice Ref No. and Date
The reference number and date of your electricity invoice – you will need these if you want to talk to us about your new invoice.

6. In Case of Emergency
This section will advise you of contact details in the event of a power cut or if you notice electricity equipment that appears to have been damaged or gives cause for concern.

7. Details of Electricity Charges
Informs you that this invoice is for the supply of electricity and the period that your electricity invoice covers.

8. Green Source
If you have chosen to buy renewable energy from us, ScottishPower’s Green Source logo will appear on your electricity invoice.

9. Account Number
Your 9 digit customer account number will be displayed here – please have this to hand if you need to get in touch with us.

10. Invoice Period
This is the period the invoice covers.

11. Energy Charges
Here you will find details of any standing charges. If you have a Maximum Demand supply, your demand related charges will be detailed.

12. Energy Consumption Charges
This is where you will find details of your energy consumption during the period. Energy consumption will be displayed by Time Period. Your invoice will tell you the total number of units and charges for each Time Period of the day, as well as the overall number of units chargeable and the cost of electricity consumed.

13. Meter Serial Header
This is displayed above each row of electricity consumption and identifies which meter and/or register the consumption relates to.

14. Reading Type
This explains whether the Current or Previous Reading is:
A – an actual meter reading that has been taken by ScottishPower.
C – a reading that you have provided to us.
E – an estimated meter reading.

15. Consumption for this Time Period
The total number of Units Used (kWh) for this Time Period.
Your new ScottishPower invoice explained

1. This page is not a Tax Invoice

Your electricity supply number is:

<table>
<thead>
<tr>
<th>S</th>
<th>08</th>
<th>123</th>
<th>456</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
<td>6789</td>
<td>0123</td>
<td>456</td>
</tr>
</tbody>
</table>

2. SITE NAME
   SITE ADD 1
   SITE ADD 2
   SITE ADD 3
   SITE ADD 4
   SITE ADD 5
   EF3 4GH

3. Your electricity supply number is:

4. Your Ref No: 23456789

5. Invoice Ref No: 1234567

6. Invoice Date: 31/03/07

7. If you have a power cut or you notice ScottishPower Transmission & Distribution electricity equipment that has been damaged or causes concern, please call 0845 272 7999. Lines open 24 hours. Alternatively, write to:
   SP Transmission & Distribution, New Alderston House, Dove Wynd, Strathclyde Business Park, Bellshill, Lanarkshire ML4 3AD

8. Average Power Factor (PF) X.XXX

9. Maximum Demand:
   - This Month XX.X kW / X.XXX (PF) = XX.X kVA
   - This Year XX.X kW

10. Maximum Demand Charge
    - Sub Total XX.XXXX

11. Details of Electricity Charges
    - Period: From 1st March 2007 to 31st March 2007
    - Account Number: 997321789

12. Charges
    - Reading Date: Current Reading: X.XXX
    - Previous Reading: XXXXXXA
    - Advance: XXXXXXE
    - Multiplication Factor: X.XXX
    - Units Used (kWh): 1026
    - Rate (p): 200 kWh @ 2.5259p
    - Total (£): 505.18

13. Breakdown of energy charges continues overleaf
Site sheet for electricity supply
Non Half Hourly

16. Charges for this Time Period
The cost of Units Used (kWh) multiplied by the Rate, for this Time Period.

The kWh units for similar Time Periods for all registers and meters are subtotalled before applying the relevant unit price(s) to the subtotal kWh. If multiple or stepped rates apply, these will be calculated and shown separately.

17. Subtotal for this Time Period
The total cost of Units Used (kWh) for this Time Period.

18. Subtotal of Energy Consumption
The total Units Used (kWh) and the total cost of energy consumed in the invoice period.

19. Green Source Charges
The cost of any renewable energy you have chosen to buy from us.

20. Levies
Any levies which may apply to the electricity you consume, will appear fully itemised on your invoice. This will detail the type of Levy; if you are entitled to relief from any Levies, it will detail by how much; it will show how much energy each Levy charge is applied to as well as the total cost of any Levies.

21. Other Charges
Any other one-off charges or credits will be itemised, showing the relevant VAT rate applicable against each charge or credit.

22. Discounts
Any discounts applicable to your electricity charges, can be itemised.

23. Total (excluding VAT)
The total of all electricity charges in the period, before VAT.

24. VAT
VAT will be calculated at the applicable rate(s) for your business and detailed in full.

Small Supply for VAT purposes: if your electricity consumption falls below a certain level of kWh per day over the period (currently <=33kWh per day, as set by HMRC), you may be classed as a small supply for VAT purposes. If applicable, your invoice will highlight this.

25. Total (including VAT)
The total amount due for this invoice.

26. Electricity Supply Numbers
Your main supply number will be shown on the front of your electricity invoice. Any additional supply numbers will appear here at the end of your invoice.

27. Climate Change Levy Accounting Document
Your invoice will indicate whether it is a Climate Change Levy Accounting Document.

28. For information only
If your electricity invoice is not a Tax Invoice and should not be paid, it will clearly state that it is for information only.
Your new ScottishPower invoice explained

Electricity Supply Non Half Hourly – BACK

Read Date | Current Reading | Previous Reading | Advance | Multiplication Factor | Units Used (kWh) | Rate (p) | Total (£)
---|---|---|---|---|---|---|---
XX/XX/XX X0XX0XX X0XX0XX X,XXX 1 1792
XX/XX/XX X0XX0XX X0XX0XX X,XXX 10 587
XX/XX/XX X0XX0XX X0XX0XX X,XXX 100 280

Consumption: Day Units 2667 kWh
Charges: Day Units 300 kWh @ 2.5259p 847.77
2367 kWh @ 3.4180p 8,563.81
9,411.58

Subtotal: Consumption: 4464 kWh 17 15,375.31

Green Source Charges

Source | From | Days | Units Used in Period (kWh) | Green Source % | Total (£)
---|---|---|---|---|---
<renewable 1> xx/xx/xx xx x,xxx,xxxx xxx x,xxx,xxx x,xxx
<renewable 2> xx/xx/xx xx x,xxx,xxxx xxx x,xxx,xxx x,xxx
Sub Total x,xxx,xxx

Levies

Type | From | Days | Units | Business | Renewable | CHP | Non-exempt | Non-exempt | Rate | Total (£)
---|---|---|---|---|---|---|---|---|---|---
Type1 xx/xx/xx xx xx.xxx xx xx% Green Source x x x,xxx,xxx x,xxx,xxx,xxx
Sub Total x,xxx,xxx

Other Charges

Internet Invoicing Charge xx,xx xx
Charge a (VAT 17.5%) xx,xx xx
Sub Total xx,xx

Discounts

x% of £x,xxx.xx -xxx.xx
Sub Total -xxx.xx
Total (excluding VAT) £x,xxx.xx

VAT

This bill is split x% domestic use, y% non-domestic use. This is a small supply for VAT purposes.

17.5% on £x,xxx.xx x,xxx,xx
5.0% on £x,xx x,xx
Total VAT x,xxx,xx

Total (including VAT) £x,xxx.xx

Supplementary Electricity Supply Numbers are:

xx,xxxx,xxxx

This is a small supply for VAT purposes.

This invoice is for information only

Levies

Other Charges

Discounts

VAT

Supplementary Electricity Supply Numbers are:

xx,xxxx,xxxx

This is a small supply for VAT purposes.
1. Description of Document
This will advise if the document is an invoice, statement or for information only. This will advise if this is for payment or not.

2. Address
This is the name and address your statement will be sent to.

3. Contact Details
Details of how to get in touch with us are shown here. You can contact us by telephone, email or by writing to us.

4. Account Number
Your 9 digit customer account number – please have this to hand if you need to get in touch with us.

5. Customer/Account Details
This is where you will find some important information relating to your invoice such as, invoice date and invoice reference number as well as the payment method you have chosen. If you have supplied a reference number, such as a purchase order or accounting code, this will appear against Your Ref No.

6. Message Panel
This is where we will display any important information in relation to your account. In addition to this, we will also display the latest information about other ScottishPower services and products we believe could benefit your business.

7. Summary of Charges
This is a summary of your invoice, including charges, discounts and VAT where applicable. Customers can choose not to display discount information on the Group Statement.

8. Service
Displays the description for charges that this invoice is for.

9. Invoice Period
Advises you of the period that your invoice covers.

10. Total Electricity Charges (excluding VAT)
The total electricity charges for this period, excluding VAT.

11. Total VAT
VAT will be calculated on your invoice at the prevailing VAT rate(s). This will show you the VAT % rate(s) and the amount(s) the rate(s) has been applied to. Shows the total VAT due on this statement.

12. Total Charges (including VAT)
The total amount due for this period, including VAT.

13. Climate Change Levy
Accounting Document
In April 2001, the Government introduced a climate change levy on business use of energy. Your statement will indicate whether this is a climate change levy accounting document or not.
Your new ScottishPower invoice explained

**Statement Only – Do Not Pay**

<table>
<thead>
<tr>
<th>Service: Electricity</th>
<th>£</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period: From 01/03/07 to 31/03/2007</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Energy Charges</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>Transmission Use of System Charges</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>Green Source Charges</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>CCL (X,XXX kWh @ X.XXp)</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>Other Charges</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>Less: Discounts</td>
<td>-X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td><strong>Total Electricity Charges (excluding VAT)</strong></td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>Other Charges</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td><strong>Total Charges (excluding VAT)</strong></td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td>VAT @ 5% on £X,XXX.XX</td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td><strong>Total VAT</strong></td>
<td>X,XXX.XX</td>
<td></td>
</tr>
<tr>
<td><strong>Total Charges (including VAT)</strong></td>
<td>X,XXX.XX</td>
<td></td>
</tr>
</tbody>
</table>

This amount is now due for payment. Thank you.

Details of the above charges are shown on the following pages. This is not a climate change levy document.

Thank you for choosing ScottishPower as your energy supplier.

**ScottishPower: switching you on to the right choice for your business**

**Statement – FRONT**

**Account number:** 400000970
Site Summary
Groups

If you are a Group customer currently receiving Group Wide Statement Invoicing reports, you can continue to receive Site Summary statements, providing you with a summary of all invoices issued during the period for your Group Statement.

1. Invoice Type
Highlights that this is not a Tax Invoice and it is for information only.

2. Report Information
The date of your report, reference number and Account Manager details.

3. Customer Group Name
This indicates which statement this is, i.e. if you receive different statements for different areas of your business, the name of your business and department/division will be shown here, to identify which sites are included on this statement.

4. Period of Statement
The period that your statement covers.

5. Site Summary
Provides a full summary of all invoices issued during the period for your Group, including invoice amounts, dates issued, VAT and any Discounts which may be applicable.

6. kWh
The total number of Units Used (kWh) for this invoice period.

7. Charges (excluding VAT)
Total charges for this period excluding VAT.

8. VAT
VAT will be calculated on your invoice at the applicable VAT rate(s). This will show you the amount the VAT rate has been applied to.

9. Charges (including VAT)
The total amount due for this period, including VAT.

10. Discount %
Percentage of discount – Customers can choose not to display discount information on the Group Statement.

11. Applies to
The values on the site summary eligible for the discount.

12. Discount (excluding VAT)
The value of the discount in monetary terms.
### Site Summary (Groups)

This page is not a tax invoice

<table>
<thead>
<tr>
<th>Ref No.</th>
<th>Account / Code</th>
<th>Excl VAT (£)</th>
<th>Incl VAT (£)</th>
<th>Date of Issue</th>
<th>% Discount Applies To</th>
<th>Discount Type</th>
<th>Excl VAT (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>402245349</td>
<td>ADDRESS</td>
<td></td>
<td></td>
<td>26-MAR-2007</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th>Excl VAT (£)</th>
<th>Incl VAT (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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For Information Only

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Your new ScottishPower invoice explained

- **Electricity Supply Non Half Hourly Statement**
- **Site Summary Invoice Summary**
- **Electricity Supply Half Hourly**

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Page: 3 of 10
Improving our service

We are delighted to be able to tell you that, as well as improving your invoice, we are also improving the service we provide to you, such as:

- a new, flexible invoicing system – designed to deliver more accurate, timely invoices
- making it easier for you to contact the right person when you need to get in touch with us
- improving the speed of our response when you contact us
- offering enhanced ‘Group’ invoicing functionality for multi-site business customers
- providing a consistent approach to business customer service across departments
- delivering a more seamless service to you

Still got a question about your invoice?

Visit our website at: www.scottishpower.co.uk/business

Call us on: 0845 213 0205

Our pledge to you

ScottishPower’s aim is to provide ‘best in class’ customer service to our business customers.

As a ScottishPower business customer, we want to ensure our business is focussed on your needs. We understand that our business customers come from a wide range of sectors which can vary hugely in size – consequently, so does your demand for energy.

That is why we have structured our business to ensure our teams deliver your specific needs.

Whether you are a single retail shop or a large multi-site manufacturing company – we have a wide range of products to suit your needs.

Look out for messages on your new invoices, telling you about some of the products and services we can offer you or call us on 0845 213 0205 to ensure you are still getting the best deal possible.