



Axis Business Services, Head Office, Suite E,  
Shirethorn House, Prospect Street, Hull, HU2 8PX  
Telephone 0844 875 1960 Facsimile 0844 875 1939  
Email info@axisforbusiness.co.uk www.axisforbusiness.co.uk

Landline Broadband Mobile Gas Electricity

Elec Micro Business Cust1  
1 Any Street  
Any Town  
HU99 9ZZ

Supply Address

1 Any Street, Any Town, HU99 9ZZ

Bill Date: 24/02/2015

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## Your Electricity Bill

Please pay £483.64

By: 12/03/2015

### BILLING SUMMARY

Bill period for: 02/01/2015 to 01/02/2015

Payment Method: Direct Debit

Energy you've used: £403.03

VAT at 20%: £80.61

**TOTAL PAYMENT DUE £483.64**

Payment is required by: 12/03/2015

Account Number: 99999

(Please quote when calling)

Invoice Number: E/73317

Contract start date: 02/01/2015

Contract end date: 01/01/2016

To terminate your contract provide written notification  
by: 02/12/2015

For power cuts and Emergencies call:

**0800 668 877**

Supply Number

S	05	807	257
	99	9999 9307	626

This is a VAT invoice. VAT registration number: 789 1204 07

# Your Bill

Supply Number

S	05	807	257
	99	9999 9307	626

Invoice No.

E/73317

Bill period for:

From: 02/01/2015

To: 01/02/2015

## Your Meter Readings

Meter ID	Register	Description	Read Date	Reading	Type
E14BG99999	R1	Day Units	02/01/2015	21977	Actual
E14BG99999	R1	Day Units	01/02/2015	25250	Actual
E14BG99999	R2	Night Units	02/01/2015	3236	Actual
E14BG99999	R2	Night Units	01/02/2015	3615	Actual

## Charges in this period

### Electricity Charges

Description	Units	Rate	Charge
Day Units	3273 kWh	at 10.73 p/kWh	£351.19
Night Units	379 kWh	at 5.73 p/kWh	£21.72
<b>Energy Charges Sub-Total</b>			<b>£372.91</b>

### Other Charges

Description	Units	Rate	Charge
Standing Charge	31 Days	at 28.58 p/Day	£8.86
Admin fee paper billing			£1.50
<b>Sub total excluding VAT</b>			<b>£10.36</b>

### CCL Charges

Description	Units	Rate	Charge
CCL	3273 kWh	at 0.541 p/kWh	£17.71
CCL	379 kWh	at 0.541 p/kWh	£2.05
<b>Sub total excluding VAT</b>			<b>£19.76</b>

### Total Ex VAT

£403.03

### VAT Summary

Description	Charge
VAT @ 20%	£80.61
Total VAT charges this period	£80.61

**TOTAL AMOUNT DUE**

**£483.64 (Inc Vat)**

## Making Enquiries

### Customer Services 0844 875 1950

Call our customer service team if you have a query, are experiencing payment difficulties or for further information about the company's products and services. Customer services are open between 8:30am and 5:30pm Monday to Friday.

### Gas Leaks 0800 111 999

If you smell gas or are concerned about a gas safety matter contact National Grid, the service is available 24/7.

### Electrical emergencies

If you have a power cut, please call the number on the front of your bill, the service is available 24/7.

### Change of Address

If you are moving premises please provide 28 days notice to enable us to set up a new supply. On the day you leave the premises supply final meter reading, which can be called into the customer service team.

### Vulnerable Customers

We provide special services for customers who have hearing or sight difficulties, to register for this service please call our customer service team.

### Meter readings

Submit your meter reading online, go to the electricity or gas pages at [www.axisforbusiness.co.uk](http://www.axisforbusiness.co.uk) or call our Customer Service Team.

### Meter Read Codes

M3 = Cubic Meters  
HCF = Hundreds of Cubic Feet  
E = Estimated read  
C = Customers own read  
A= Actual read.

### How much gas have you used?

Your gas meter measures the gas that you use in cubic meters (m<sup>3</sup>) or 100s of cubic feet (HCF). We convert this to kWh when we work out your bill. To convert a cubic feet measurement into m<sup>3</sup>, we multiply it by 2.83. We then multiply the m<sup>3</sup> figure by the correction factor and then by the Calorific Value. Finally we divide the result by 3.6 to reach your kWh total.

### If you have a query on your bill

First call our customer service team as we aim to resolve all enquires and complaints to your satisfaction if however we have been unable to resolve your complaint within 10 working days you can contact the ombudsman at no cost to you. Visit [www.os-energy.org](http://www.os-energy.org) or call on 0330 440 1624 or write to Ombudsman Services Energy, PO Box 966 Warrington WA4 9DF.

## Payment Options

### Direct Debit

Paying by direct debit will provide you with a hassle free way of paying your bill with the added benefit of knowing that you are protected by the direct debit guarantee. To register for this service please call our customer service team.

### Telephone Payment

Call our customer service team with your debit/credit card details and your customer account number which can be found on the front of the bill.

### BACS Payment

If you are a business and would like to pay via BACS please(quote):  
Sort Code 08 00 51 Account Number 70042234 together with your full name and customer account number. Allow up to three working days for the payment to reach us.

### Mobile APP Payment

If you would like to pay by this method simply click on your mobile banking APP called PayM, enter the following Mobile Number 07410548518. Please remember to quote your customer account number.

### Post

Please make cheques payable to Axis Business Services and send to our free post address: FREEPOST RSLR-SZXR\_TYLE Axis Business Services Suite E, Shirethorn House, Prospect Street, Hull HU2 8PX Always remember to quote your customer account number on the reverse of the cheque to avoid paying any late payment fees. Ensure that payments reach us by the date shown on the front of your bill.

### Climate Change Levy

For information about the Climate Change Levy, please contact the Climate Change Levy Helpdesk, 3rd Floor West, Rail Quays, 3 Stanley Street, Salford M60 9LA.

### VAT at the lower rate

If you pay lower-rate VAT you must tell us about any changes in your circumstances which affect your eligibility or you can be liable to a penalty under the 1994 Value Added Tax Act.