

Smell Gas - Immediately call **0800 111 999** (24hrs)
Power cut? Call **105** to get through to your electricity distributor
SSE Power Distribution 0800 980 1394



M J Hickey plant hire Ltd
Unit 11
C B C Slough
Stoke Gardens
Slough
SL1 3TD

Supply address: Unit 11, C B C
Slough, Stoke, Stoke Gardens, Slough,
SL1 3TD

R

Your VAT invoice

Invoice number: KI-0160DF21-0006
Account number: A-0160DF21
Date issued: 02 December 2024

Gas emergency
If you smell gas, think you have a gas leak or have any concerns regarding carbon monoxide, immediately open all windows and doors and extinguish any naked flames including cigarettes, then call the Gas Emergency Services free on 0800 111 999 (free 24 hour national emergency line)

Your charges: 01 November 2024 - 30 November 2024

	Net charges	Climate Change Levy (CCL)	VAT	Total
Electricity	-£594.46	-£11.09	-£121.11	-£726.66
Total charges for this period				£726.66 debit
Current balance				£1,269.80 credit

As you pay by Fixed Direct Debit you don't need to do anything. Your next direct debit payment of £535.00 will be taken on or around 01 January 2025.

Distributor enquiries:
Southern Electric Power
Distribution Plc,
Inveralmond House, 200
Dunkeld Road, Perth, PH1
3AQ.
Call 0800 980 1394

Your charges in detail

⚡ Electricity	Supply number	S	3	801	H07
		2000057434909			

Supply address: Unit 11, C B C Slough, Stoke, Stoke Gardens, Slough, SL1 3TD
Rota Disconnections Alpha Identifier: R

Freedom (1 November 2024 - 30 November 2024)

Electricity charges for meter 22M0337185

1 Nov 2024	19630.5940	Smart meter reading	
13 Nov 2024	20084.2770	Smart meter reading	
1 Dec 2024	21062.2420	Smart meter reading	
Electricity used	1431.6400 kWh @ 38.600p/kWh		£552.61
Standing charge	30 days @ 139.500p/day		£41.85
Government Climate Change Levy	1431.6 kWh @ 0.00775 £/kWh		£11.09
Subtotal of charges before VAT			£605.55
VAT @ 20% on £605.55			£121.11
Total electricity charges for this period			£726.66

About your tariff

Electricity

Tariff name	Freedom
Payment type	Direct Debit
Contract end date	
Early exit fee	No
Estimated yearly usage	13470.1 kWh

CCL
Any PP11 Supplier Certificate logged with us has been considered in CCL calculations.
VAT charge at reduced rate
Any VAT declaration logged with us has been considered.

Get in touch

Here's your account number in case you need it when you get in touch: A-0160DF21.

Drop us an email

Our team of energy specialists are ready to answer your questions by email – we'll aim to get back to you within 48 hours. Please include your account number.

Email hellobusiness@edfenergy.com

Get your questions answered

Take a look at our frequently asked questions. Go to edfenergy.com/sme-faqs

Get help with your bills

Find the help you need to manage your energy bills and keep costs down. Go to edfenergy.com/sme-help

Tell us you're moving

Give us a call to let us know you're moving – and ask us about energy plans for your new premises at the same time. Remember to give us a call with your final meter readings too.

Call 0330 912 9959

Other ways to get in touch

- **WhatsApp or text:** send your question to 0778 256 9959 (we'll get back as soon as we can)
- **Call:** 0330 912 9959
- **Call from abroad:** +44 191 743 9959
- **Post:** Freepost EDF CUSTOMER CORRESPONDENCE

Manage your energy the easy way

MyAccount

MyAccount lets you view and pay your invoices, submit meter readings, change tariffs, change your billing address, and more.

EDF app

Get all the benefits of MyAccount, and manage your energy on the go with our mobile app. Find out more at edfenergy.com/sme-manage-account

Citizens Advice - Get help with an energy problem

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for your energy. If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on **0808 223 1133**. Calls are free. If you live in Scotland, go to cas.org.uk, or contact your Local Citizens Advice office. If you live in Scotland, you can also contact Advice Direct Scotland on **0808 196 8660** or visit energyadvice.scot. Calls are free. If you need specialist support to resolve your energy problem, Citizens Advice and Advice Direct Scotland can refer you directly to the Extra Help Unit Service.

Micro businesses

If you have a complaint about an energy broker, please raise it directly with your broker. Find out more about micro businesses at edfenergy.com/microbusiness

edfenergy.com/sme-business

VAT no. 523 0412 02

Email: hellobusiness@edfenergy.com

Phone: 0330 912 9959

Make a complaint

Please get in touch with our energy specialists if you have a complaint. They'll do everything they can to put things right as quickly as possible, keeping you updated along the way. Let them know if you're unhappy with progress. They'll get your complaint reassessed, and tell you the outcome. Go to edfenergy.com/sme-complaint for our full complaints procedure.

Unresolved complaints

Has your complaint with us or your energy broker taken more than eight weeks to resolve, or do you have a 'deadlock' letter? You can get in touch with the Energy Ombudsman. The service is free and independent, and any decision the Ombudsman makes is binding on us – not you. Call **0330 440 1624**; email enquiry@energyombudsman.org; visit energyombudsman.org

Climate Change Levy (CCL)

The government created the Climate Change Levy to encourage businesses to be more energy efficient and reduce emissions. We collect this environment tax from our customers for the government. Go to edfenergy.com/cclexplained for more information. Our CCL registration number is 5523 0142.

Your privacy

To find out how we protect and use your data, please see our Privacy Notice Policy at edfenergy.com/yourprivacy. You can ask us to post you a copy, by calling 0333 200 5100.

Energy theft

Interfering with meters and connections to steal electricity or gas is a crime. It's also extremely dangerous and increases costs for all our customers. Call Stay Energy Safe on 0800 023 2777 if you suspect energy theft; calls are free and confidential.

Information booklets

Our free booklets cover things like paying your bills, energy efficiency, gas safety, how to complain, priority services and prepayment meters. You can download them from <https://edfenergy.com/info-booklets> or order copies by calling us on 0333 006 9950

VAT

We charge residential customers VAT at 5%. Our VAT registration number is 523 0412 02.

Our fuel mix

We publish the fuel mix that generates our customers' electricity every year, under licence for EDF Energy Customers Ltd (the mix for individual EDF tariffs can vary). Find out more at edfenergy.com/fuel-mix

April 2023 - March 2024	Fuel mix and carbon contributions (%)					Environment impact (g/kWh)	
	Coal	Gas	Nuclear	Renewable	Other	CO2	Radioactive waste
EDF fuel mix	4.3	19.7	54.0	20.1	1.9	136	0.0032
EDF carbon contributions	33.0	54.6	0.0	0.0	12.4	-	-
UK average fuel mix*	6.3	35.0	12.7	43.2	2.8	171	0.0008

*Data from the Department for Energy Security and Net Zero (DESNZ)