

SUMMARY INVOICE



Billing Address	Otto Bock Healthcare Plc 32 Parsonage Road Englefield Green EGHAM TW20 0LD	Invoice Date		Invoice From		Invoice To	
		06/11/2025		01/10/2025		31/10/2025	
		Payment Method					
		Account Number		360348			
		Invoice Number		36034820259167994			
		Due Date		16/11/2025			
		Total Amount Due		Dr £3312.84			
		Rota Load Block		L			
		MPAN					
				03		0393	02D
23		4351		3680	711		

Balance Carried Forward

Balance Carried Forward	Dr £1566.41
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Your Charges for this period

Electricity Charges	£1416.96
CCL	£39.68
Subtotal	£1456.64
VAT 20.00%	£289.79
This Period Total	£1746.43

Total Amount Due

Total Amount Due	Dr £3312.84
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Payment Advice

Direct Debit	Internet Banking/Electronic transfer	Debit/Credit Card
To setup a Direct Debit, visit www.enfiniti.net , call us on 03333 70 9900, email: customer@pe.solutions You'll never need to worry about a missed payment again	Account Name: POZITIVE ENERGY LTD Account Number: 70029750 Sort Code: 20-60-66 Please use 36034820259167994 as reference on your remittance	Pay on: www.enfiniti.net or Call Us On: 03333 70 9900

DETAIL INVOICE



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		MPAN		03		0393	02D
				23	4351	3680	711

Customer Details

Group Name	Otto Bock Healthcare PLC		Account Number	360348		
Supply Name	.					
Site Address	Otto Bock Health Care Plc;Unit A5,Nortech Close Sheepscar Street,South Leeds,LS7 1AQ					
Distributor	Northern Powergrid		Distribution Area	Yorkshire		
Product Type	Fixed	Contract Type	Flexi	Contract End Date	19/01/2026	

Meter Details

Meter Serial Number	24J0727471, SL85K12784, SL85K12986, SL85K14491		Meter Type	Smart meter		
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Meter Readings

Meter Register	Previous Read Date	Previous Read	Read Type	Current Read Date	Current Read	Read Type	Consumption (kWh)	Number of Days
Day	30/09/2025	9208.69	E	31/10/2025	14328.80	E	5120.11	31

Charges

Charges	Quantity	Rate	Rate Unit	Subtotal (£)	VAT 20.00% (£)	Total (£)
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Main Charges

Standing Charge	31 days	425.0810	p/day	131.78	26.36	158.14
Day Unit Rate	5120.11 kWh	15.8706	p/kWh	812.59	162.52	975.11
					Total	1133.25

Pass-through Charges

Commodity Charges	5120.11 kWh	8.5800	p/kWh	439.31	87.86	527.17
Nuclear RAB Levy	5120.11 kWh	0.5000	p/kWh	25.60	5.12	30.72
Network Charging Compensation	5120.11 kWh	0.1500	p/kWh	7.68	0.00	7.68

Other Charges

Paper Bill Charge				0.00	0.00	0.00
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Climate Change Levy

Climate Change Levy	5120.11 kWh	0.77498	p/kWh	39.68	7.94	47.62
					Total	1746.43

Contact us

We're here to help! If you have a question about your account, get in touch. Opening hours: Monday – Friday, 9am to 5:30pm
Phone: 03333 70 9900
Email: customercare@pe.solutions
Post: Floor 10 (North West), One Canada Square, Canary Wharf, London, E14 5AB

Emergency contact

If you have experienced a power cut please dial 105.
If you can smell gas or need to report an incident where you think gas may have been involved, call the National Gas Emergency Help Line immediately on 0800 111 999.

Enfiniti Online Account Management

Easily manage your account online at any time. Log to Enfiniti <https://www.enfiniti.net/> to view and download your invoices, track payments, update details, submit meter reads and view your consumption.

Meter Reads

If we don't have an up-to-date meter read, we'll estimate your usage based on previous usage and industry estimates. To avoid this, submit your meter read by the last working day of each month via Enfiniti portal or by emailing meterreading@pe.solutions. If emailing, include read date, account number of a photograph of the meter.

Smart Meter Upgrade

A smart meter can automatically send us accurate and regular updates on how much gas and electricity you use, giving you better control over your energy use. Wave goodbye to estimated billing. If you have a Non-smart meter, call us on 03333 70 9900 to book your smart meter installation.

Energy Efficiency Advice

For lots of free and impartial advice on energy efficiency including financial assistance available, visit <https://businessenergyefficiency.campaign.gov.uk/> and the Smart GB Business Hub at <https://www.smartenergygb.org/>

Remittance Advice

To help us process your BACS payment(s) accurately, please email your remittance advice to remittance@pe.solutions.

Update Your Details

Let us know when any of your details change.

Moving Premises

If you're moving, please notify us one month before your moving date by emailing cot@pe.solutions.

Late Payment Charges

Failure to pay outstanding charges will result in late payment charges as per the Late Payment of Commercial Debts (Interest) Act 1998 being added to your account.

Understanding Your Bill

For full explanation of your bill including, charges and acronyms used, visit <https://pe.solutions/understanding-your-bill/>

Termination

Fixed contract

Early termination fee of 60% of the remaining contract value applies if you want terminate your contract early. Please refer to clause 10.3 of the terms and conditions pe.solutions/terms-and-conditions.

Deemed contract

If you wish to change suppliers, you don't need to give any notice to us and there is no termination fee.

Out of contract contract

If you wish to change suppliers, you don't need to give any notice to us and there is no termination fee. Provided that there is no outstanding balance, you're free to leave.

How to Dispute a Bill

If you disagree with charges on your bill, contact us immediately and provide a meter read including any supporting evidence (e.g. photo).

How to Complain

If you aren't happy with a service received from us, call 03333 70 9900, email customercare@pe.solutions or raise a complaint on EnAnalytics. For more information on our complaints process visit <https://pe.solutions/complaints/>. If you aren't satisfied with a service from a Third Party Intermediary (TPI) who introduced you to us, please contact the TPI directly to resolve it. If you are a microbusiness customer and are unable to resolve your complaint with the TPI, you can contact the TPI's Alternative Dispute Resolution provider for their impartial review of your complaint.

Payment Difficulties

Contact us as soon as possible if you're struggling to pay. We can discuss payment options and set up a payment plan. If you're having financial difficulties, these sites may also be of help to you:

- <https://www.citizensadvice.org.uk/debt-and-money/>
- <https://www.businessdebtline.org/>

Ofgem

Energy regulator in Great Britain. More information on the rules and regulations governing business energy contract can be found here:

- Glossary of terms: Glossary
- Information on switching energy supplier for businesses: Switch energy supplier | Ofgem
- Information on setting up a business energy contract: Set up a business energy contract | Ofgem
- Information on getting energy for your business: Get energy for your business | Ofgem