

# SUMMARY INVOICE



<b>Billing Address</b>	0 Janet Smith 4 ST. PAULS GARDENS CHICHESTER WEST SUSSEX CHICHESTER PO19 3BT	<b>Invoice Date</b>	<b>Invoice From</b>	<b>Invoice To</b>	
		14/08/2024	01/02/2023	28/02/2023	
		<b>Payment Method</b>			
		<b>Account Number</b>	364692		
		<b>Invoice Number</b>	36469220246309222		
		<b>Due Date</b>	24/08/2024		
		<b>Total Amount Due</b>	<b>Cr £139.69</b>		
		<b>Rota Load Block</b>	B		
		<b>MPAN</b>			
			20	0001	03 0393 H01 8930 865

### Balance Carried Forward

<b>Balance Carried Forward</b>	<b>Cr £75.76</b>
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### Your Charges for this period

Electricity Charges	£-66.97
CCL	£0.00
<b>Subtotal</b>	<b>£-66.97</b>
VAT 5.00%	£3.04
<b>This Period Total</b>	<b>£-63.93</b>

### Total Amount Due

<b>Total Amount Due</b>	<b>Cr £139.69</b>
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### Payment Advice

Direct Debit	Internet Banking/Electronic transfer	Debit/Credit Card
To setup a Direct Debit, visit <a href="http://www.enfiniti.net">www.enfiniti.net</a> , call us on 03333 70 9900, email: <a href="mailto:customer@pe.solutions">customer@pe.solutions</a> 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 36469220246309222 as reference on your remittance	Pay on: <a href="http://www.enfiniti.net">www.enfiniti.net</a> or Call Us On: 03333 70 9900

# DETAIL INVOICE



<b>Billing Address</b>	0 Janet Smith 4 ST. PAULS GARDENS CHICHESTER WEST SUSSEX CHICHESTER PO19 3BT			<b>Invoice Date</b>	<b>Invoice From</b>	<b>Invoice To</b>								
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				<b>MPAN</b>	<table border="1"> <tr> <td></td> <td>03</td> <td>0393</td> <td>H01</td> </tr> <tr> <td>20</td> <td>0001</td> <td>8930</td> <td>865</td> </tr> </table>			03	0393	H01	20	0001	8930	865
		03	0393	H01										
20	0001	8930	865											

## Customer Details

<b>Group Name</b>		<b>Account Number</b>	364692
<b>Supply Name</b>			
<b>Site Address</b>	Same As Billing Address.		
<b>Distributor</b>	SSE Power	<b>Distribution Area</b>	Southern
<b>Product Type</b>	Fixed	<b>Contract Type</b>	OOO
		<b>Contract End Date</b>	N/A

## Meter Details

<b>Meter Serial Number</b>	S20C11937	<b>Meter Type</b>	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	31/01/2023	62368.40	E	28/02/2023	62494.40	E	126.00	28

## Charges

Charges	Quantity	Rate	Rate Unit	Subtotal (£)	VAT 5.00% (£)	Total (£)
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### Main Charges

Standing Charge	28 days	47.9500	p/day	13.43	0.67	14.10
Day Unit Rate	126.00 kWh	67.9200	p/kWh	85.58	4.28	89.86
				<b>Total</b>		<b>103.96</b>

### Discounts

EBRS Discount	126.00 kWh	67.9200	p/kWh	40.12	2.01	42.13
Discounted Day Unit Rate	126.00 kWh	31.8400	p/kWh	45.46	2.27	47.73

### Other Charges

Paper Bill Charge				2.00	0.10	2.10
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### Climate Change Levy

Climate Change Levy	0.00 kWh	0.00000	p/kWh	0.00	0.00	0.00
				<b>Total</b>		<b>-63.93</b>



## 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](mailto: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](mailto: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](mailto: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](mailto: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](https://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](mailto:customercare@pe.solutions) or raise a complaint on Analytics. 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](#)