

Take a look at your new electricity invoice

As part of our ongoing commitment to providing the best possible service to you, we have heavily invested in digitising the way we work and have now launched our new account management system, offering a host of account features and benefits.

We listened to the feedback shared by you in our Customer Satisfaction Surveys, and over the past two years, have worked to transform the way we service your account.

Our new account management system is modern, streamlined and simplified; ensuring that our invoicing has remained transparent and easy to understand, making it simple for you to do business with us.

Please see overleaf for more information on the layout of your new style electricity invoice.

Dashboard – coming soon

Dashboard, our new digital platform, is coming soon and will offer you access to your account, including invoices, reports and the option to make a payment, 24/7.

You will also be able to submit meter readings, track any queries and receive automatic updates about any changes to your account.

We will be in contact with you again shortly to provide further information on the rollout of Dashboard.

Important information: If any invoicing activity takes place for periods before your account was moved over to our new system, this will be produced from our legacy system in the previous invoice style.

Please also note that if you have any quarterly metered Non-Half Hourly (NHH) sites, these will now be invoiced monthly. This will not only assist you with a more regular view of your consumption and costs, but will also provide certainty, when it comes to your budgeting.

Any questions?

If you have any questions please contact your CRM Executive or Client Lead who will be happy to help.

Alternatively, you can call our Customer Contact Team on:



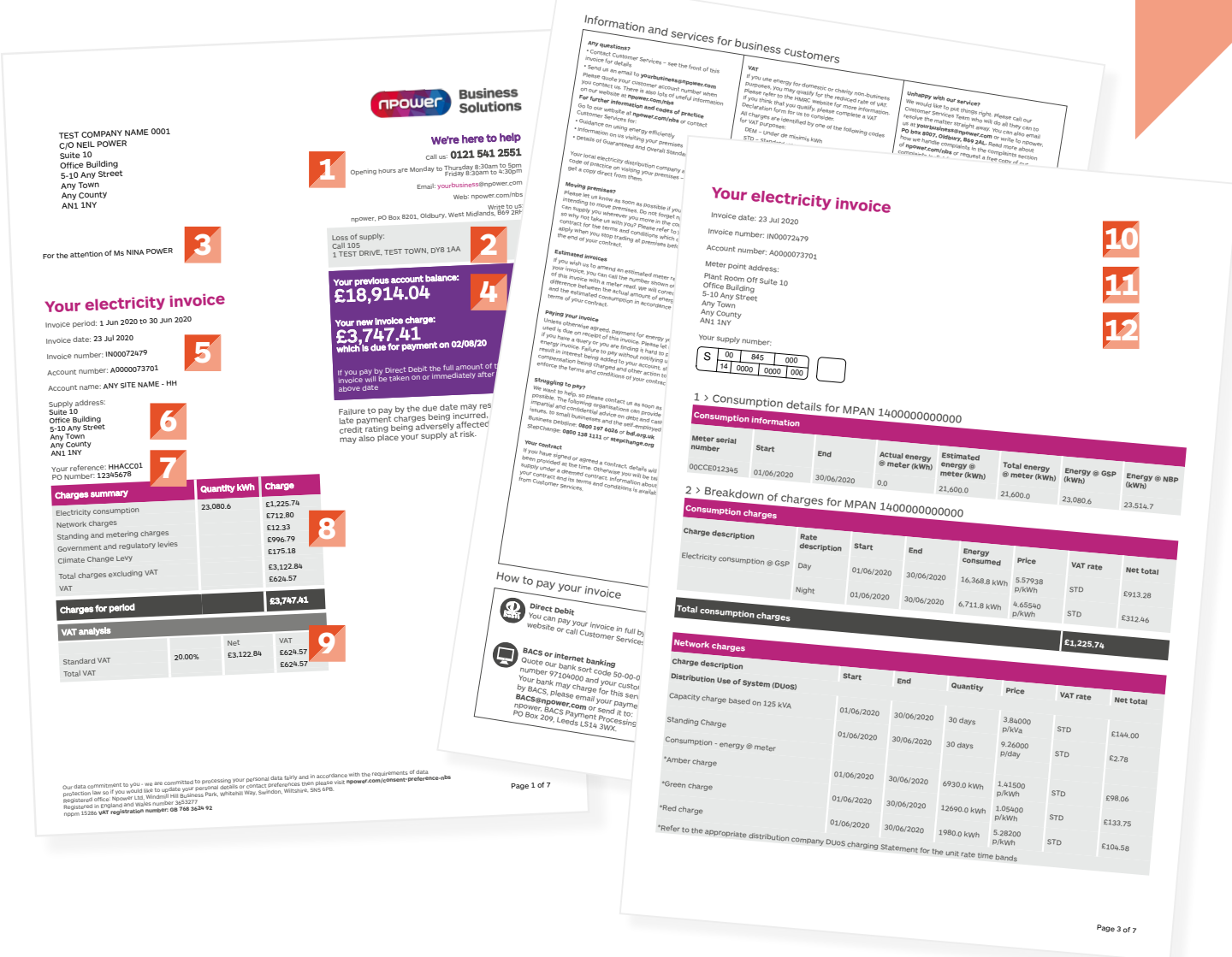
0800 138 2322

or email us at:



yourbusiness@npower.com

For more information you can also visit npower.com/invoicingchanges where you will be able to see a summary of the key enhancements and changes we have made to our invoicing, as part of the launch of our new account management system.



- 1** We're here to help - This area highlights our key contact details and opening times. Alternatively, you can contact your dedicated CRM Executive or Client Lead
- 2** Should you experience a loss of supply, please find the contact details of your local Distribution Network Operator (DNO) here
- 3** Should you wish for your invoice to be addressed to a particular contact within your business, please let us know
- 4** Any previous account balance is shown here, alongside the current charge of this invoice
- 5** Should you wish to discuss your account or this invoice, please have your invoice and account numbers to hand
- 6** This is the premises address
- 7** If you have requested to include your own reference or PO number on your invoice, this is shown here
- 8** The 'Charges summary' box shows an overview of all of your charges, broken down by charge category, for all meter points within your account
- 9** The 'VAT analysis' box provides a breakdown of your VAT charges
- 10** The following pages provide a detailed breakdown of the charges which are relevant for the invoice period, as outlined in the 'Charges summary' box on the first page
- 11** Should you have more than one meter point on your account, you will see a meter address, supply number and a breakdown of all charges per meter
- 12** Should you require further information on these charges and how they are calculated and reconciled, please visit npower.com/noncommodity or npower.com/invoicingchanges



npower is a registered trademark and is the trading name of Npower Limited (Registered No. 3653277) Npower Northern Limited (Registered No. 3432100) Npower Commercial Gas Limited (Registered No. 3768856) Your npower supply company is named on your contract Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon, Wiltshire SN5 6PB

npm15482/MM21464/05.20/ALT



Business Solutions