

<Customer Name>  
<Billing Address 1>  
<Billing Address 2>  
<Billing Address 3>  
<Billing Address 4>  
<Billing Address 5>

**SSE Energy Solutions**  
No. 1 Forbury Place  
43 Forbury Road  
Reading  
RG1 3JH

## We are moving you to an upgraded system

Dear **XXXXXXXX**,

As part of overall improvements to our customer service; we're moving all our customers to a new Customer Management system.

### What's in it for you?

Over the next invoicing-cycle, we'll migrate your customer account information across to the new system. This means the next invoice you receive should be easier to read and provide a clearer summary of your charges and transactions.

### Everything is taken care of

You don't need to take any action right now, but if you want to know more, the leaflet enclosed shows the component parts of your new invoice. And, of course, if you have questions, we're here for you.

**Note:** As we move you to the new system, you may receive a partial bill: this is for your information only. We only expect your usual, single payment in that invoicing period.

You can call us directly on: **03457 25 25 26**

Our team is available, Monday to Friday, 8.30am to 5pm.

Yours sincerely,

**The SSE Energy Solutions Team**



# We are changing our systems

Which means improvements and a new look to your future invoices

## Clearer invoicing

Over the next invoicing-cycle we will be migrating all our customers to a new and improved platform with easier to read invoices. This shouldn't cause any disruption to you.

## How to read your future invoice

As well as some obvious changes to the way your invoice looks, it is also designed to be more transparent about how it is made up. Below you can see the visual difference between your old invoice and your new invoice.

Invoice No.	Site name	Energy	CCL	VAT	Amount
00000000	00000000	751.89	25.17	144.61	£76.47
Total for enclosed invoice(s)					
New charges					
CCL					
VAT					
Total new charges including VAT					
Balance from previous bill					
Payments received					
Total to be collected by direct debit on or after 23 February 2021					

Old invoice



Site reference	Units kWh	Energy inc SC	CCL	VAT@0%	VAT@5%	Total
ACR000000	8584	£22,176.20	£669.45	£3,286.76	0.00	£25,892.21
ACR000000	1520	£4,860.51	£122.52	£2.20	£2.20	£4,987.43
ACR000000	831	£1,746.23	£62.86	£32.11	0.00	£1,621.19

New invoice



## Important information

### Two things to notice

On the reverse of this leaflet, we explain in more detail some of the changes to your new invoice.

Some of these may require you to make administration changes and/or system updates.

### Two major changes to note are:

#### 1. We've changed how our invoices are numbered

On your old invoices each consecutive invoice is numbered sequentially, so all your invoice numbers are continuous. In your new one your invoice number will not be directly continuous.

#### 2. We've changed how we show you how much VAT you pay

On your old invoice the VAT amount did not feature a breakdown of the VAT percentages charged. On the new invoice it does. The amount of VAT you are charged is decided by HMRC.



Learn more  
[sseenergysolutions.co.uk](https://www.sseenergysolutions.co.uk)



For a better world of energy

# Your new invoice explained

**sse Energy Solutions**

Business  
The Street  
The City  
POSTCODE  
United Kingdom

Manage your account online  
[sseenergysolutions.co.uk](https://sseenergysolutions.co.uk)

Call us with any enquiries  
**0345 725 2526**

**Invoice Structure Identifier** 87XXXXXXX

Invoice Number IV12345678  
Tax Point Date 04/12/2021  
VAT Registration Number 553 7696 03  
**CCL Registration Number** 553 7696 03 0000  
Payment Due By 18/12/2021  
Invoice page 1 of 6

**Electricity Supply Invoice**  
Invoice period 01/09/2021 to 30/11/2021

Site reference	Units kWh	Energy inc SC	CCL	VAT@20%	VAT@5%	Total
AGRXXXXXX	83804	£12,176.30	£649.48	£3,084.74	£0.00	£15,910.52
AGRXXXXXX	12636	£1,899.64	£97.93	£477.86	£0.00	£2,475.42
AGRXXXXXX	253	£111.53	£0.00	£0.00	£5.58	£117.11
AGRXXXXXX	8111	£1,246.23	£62.86	£312.11	£0.00	£1,621.19

Energy inc Standing Charges (SC) £15,433.70  
Total CCL £810.27  
Total VAT £3,880.29  
**Total this invoice £20,124.26**  
Previous invoice balance £25,678.90  
Payments received 01/10/2021 -£15,000.00  
Payments received 05/10/2021 -£7,500.00  
**Payment due £23,303.16**

See the following page(s) for the site details of how we calculated your invoice.

**Payment Information**  
Details regarding payment will feature here

Failure to make payment in full by the due date will result in a late payment charge. If you're struggling to pay, please contact us.

## 1. Invoice Structure Identifier

The 'Customer Account Number' on your old invoice will be replaced with an 'Invoice Structure Identifier' on your new invoice. This will be a ten-digit numerical number that will always begin with '87' e.g. 8700000000.

## 2. CCL Registration Number

This is a new addition to your invoices. CCL stands for 'Climate Change Levy'. The Climate Change Levy is a Government tax which is designed to encourage business customers to use energy more efficiently and support the reduction of the UK's overall emissions.

## 3. Electricity/Gas Supply Invoice

Your invoices were previously titled 'Statement of Account'. We have changed this so they are now titled 'Supply Invoice'.

## 4. Site Reference

If you are a multi-site business your Site Reference is used to identify individual properties. In the updated invoice you may notice we've added a prefix of 'AGR' which stands for 'Agreement' to your number.

## 5. VAT

Depending on how much energy you use, you will either pay standard VAT or reduced VAT. Your invoice now clearly displays this. For more on VAT thresholds please see the HMRC website: [gov.uk/how-vat-works/vat-thresholds](https://gov.uk/how-vat-works/vat-thresholds).

## 6. How to pay by Bank Transfer

If you pay by Bank Transfer, you will be required to make a change in your system to ensure payments are received. If you pay by Direct Debit you should have received notification of this change already; you do not need to take any action. Your payment collection date will feature here if you pay by Direct Debit.