



For a better world of energy

<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 Xxxxxxxxxx,

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

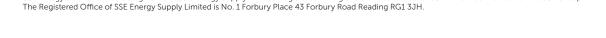
Our team is available, Monday to Friday, 8.30am to 5pm.

Yours sincerely,

The SSE Energy Solutions Team







SSE Energy Solutions is a trading name of SSE Energy Supply Limited Registered in England & Wales No. 03757502 which is a member of the SSE Group.

We are changing our systems

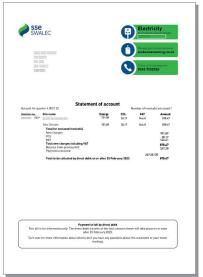
Which means improvements and a new look to your future invoices

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.





Old invoice

New invoice





For a better world of energy



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.

Your new invoice explained



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.

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.