We're upgrading to a new Customer Management System

Which means improvements and some changes to your future invoices.

What does this mean for you?

Your current invoicing format based on Electronic Data Interchange (EDI), will change to Extensible Markup Language (XML), an industry-wide electronic invoicing standard that simplifies the invoicing process.

Put simply, the invoices you receive should be easier to read and provide a clearer summary of your charges and transactions.

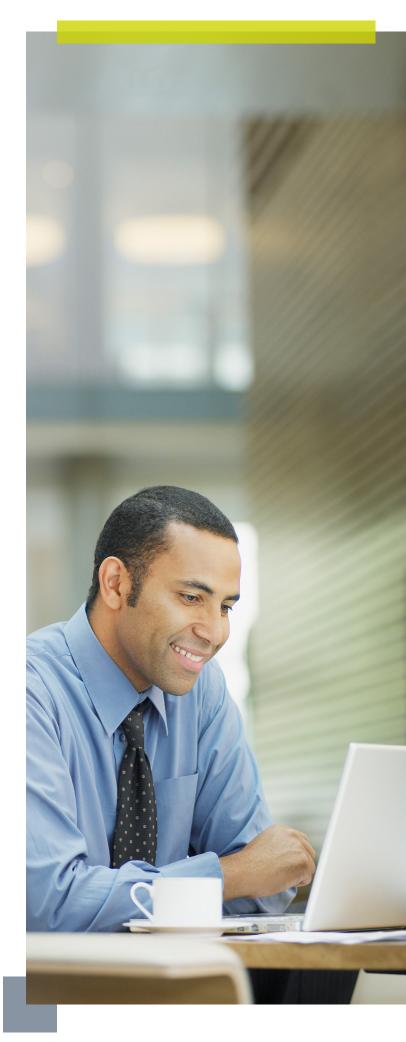## How will XML invoicing benefit you?

Consistent
You will be able to view all invoices in the same file format using consistent terminology.

Flexible
You will be able to manipulate each file received in order to use only the elements required to carry out invoice validation.

Simple
There are various, free software programmes available which enable you to view and manipulate your XML invoices.

What changes can you expect to see in your electronic invoice?

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. 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.

4. 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.

5. 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 on your invoice if you pay by Direct Debit.

6. Delivery Address

This is the supply point where your energy is supplied to.

7. Rate

What was marked under a heading of 'Rate' on your old invoice – which showed your price to four decimal places – is now called 'Price Per Unit' which shows your price to six decimal places – to provide more accurate invoicing. This ensures you pay for exactly what you have used, as per your contract.

8. Price Per Unit

The Price Per Unit now includes the Feed In Tariff (FITs). This is the Government tariff designed to help increase the level of renewable energy in the UK. So, the unit rate you see on new invoices will be increased by the amount we used to charge for FIT. You won't pay any more. We have simply combined your old rate and FIT.

What else do I need to know?

The table below features some of the most important Excel workbook headings with supporting descriptions. Those that are in bold will be new or different to you and it's worth taking the time to familiarise yourself with them.

New IEDIC Heading	Description
Invoice structure ID	**Groups together Delivery Agreements under the same Invoice Cycle and/or same Utility and tariff structure**
Delivery agreement ID	**The Agreement number which can be seen via the Contracts page. This goes out on the invoices as a Site Reference number**
Customer account	**Unique number relating to the contracted customer**
Customer own reference	**Customers own reference (if applicable)**
Customer name	Contracted party
Service PO + building	Building name relating to the site/delivery address
Service Nr + street	Street Number relating to the site/delivery address
Service post town	Town/City name relating to the site/delivery address
Service county	County relating to the site/delivery address
Service post code	Postcode relating to the site/delivery address
Tariff structure	**Tariff name relating to the tariff**
Top line	**Contains details of the Customers Profile including the Meter Time-switch Code and the Line Loss Factor**
Metering point number	Unique Distribution number for a delivery address (MPxN)
Meter serial number	Unique number assigned to each meter at the delivery address
Tax point date	**Date invoice is posted to the ledger**
Invoice number	**Unique number relating to the specific invoice**
Start date	Start date of an invoice period
End date	End date of an invoice period
Note type	**Description of the type of note received (e.g., Invoice / Credit Note)**
WDLAF*	**Weighted Average Loss Adjustment Factor**
WTLAF*	**Weighted Transmission Loss Adjustment Factor**
Primary metering point number**	**SMART meter Primary Total register**
Total primary register**	**SMART meter primary register total**
Unrestricted units	**Units used or consumed during unrestricted period according to your tariff**
Unrestricted unit rate	Cost of each unrestricted unit according to your tariff

New IEDIC Heading	Description
Day units	Units recorded during day period according to your tariff
Day unit rate	Cost of each day unit according to your tariff
Night units	Units recorded during night period according to your tariff
Night unit rate	Cost of each night unit according to your tariff
Weekday units	Units recorded during weekday period according to your tariff
Weekday unit rate	Cost of each weekday unit according to your tariff
Evening-weekend-night units	Units recorded during Evening-Weekend-Night period according to your tariff
Evening-weekend-night unit rate	Cost of each Evening-Weekend-Night unit according to your tariff
Evening-weekend units	Units recorded during Evening-Weekend according to your tariff
Evening-weekend unit rate	Cost of each Evening-Weekend unit according to your tariff
Weekend day units	Units recorded during Weekend period according to your tariff
Weekend day unit rate	Cost of each Weekend unit according to your tariff
Calorific value	Measures the quality of gas supplied to your property. This figure is set by the Local Distribution Zone and will appear on each invoice ranging between 37 and 43.0
Current read type	Whether the reading is actual or estimated
Maximum demand	Highest recorded usage in any 1 invoicing period (usually a month)
Available capacity	Maximum amount of power your site has been allocated by your Distribution Company
Available capacity rate	Rate according to your tariff
Available capacity charge	Calculation of the Available Capacity volume multiplied by the Available Capacity rate
Standing charge payable	Daily charge applicable for each site
VAT rate	VAT rate applied according to current HMRC and usage guidelines
Charge ex VAT	Total charges applied minus calculated VAT
Total VAT	Total VAT applied to your invoice
Invoice total	Total of all credits/charges
Invoice amount payable	Total value outstanding after all credits and debits have been taken into consideration

* This will only appear on energy only invoices.
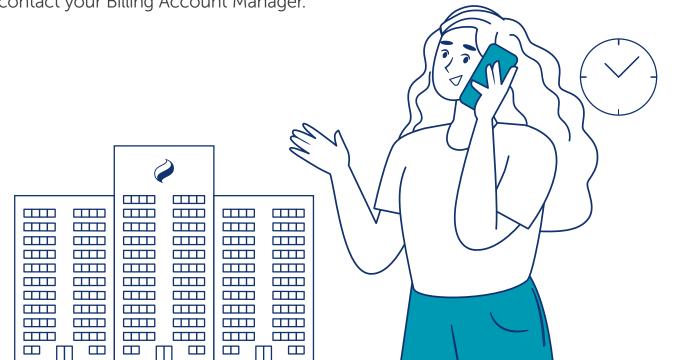** This is only applicable if you have a SMART meter.

What you'll need to do.

XML is a user-friendly, industry-wide invoicing standard that you should be able to access with your existing systems and software. In some situations, you may have to download additional software to enable you to access your XML invoices.

We have also provided separate instructions on how to create an XML template and import the data into a Microsoft Excel workbook.

Whilst we aim to move the majority of our customers to XML invoicing as standard, we recognise that this solution may not work for everyone. As such, we have a range of alternative invoicing solutions which can be considered to meet your needs.

If you have any questions about the changes, or would like to discuss alternatives to XML invoicing, please contact your Billing Account Manager.