

Learn more

We hope the changes made to your invoices make them clearer and easier to use



If you have any questions, please call our dedicated team on **03457 25 25 26**. Our team is available, Monday to Friday, 8.30am to 5pm.



Your payment details are clearly marked on your new invoice. If you pay by Direct Debit you don't need to do anything. However, if you pay by Bank Transfer please update your system with our new bank account details to ensure payments are received.



SSE Energy Solutions is a trading name of SSE Energy Supply Limited, registered in England and Wales number 03757502, which is a member of the SSE Group. The registered office of SSE Energy Supply Limited is No. 1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.

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SSECPR4P

We've changed our systems

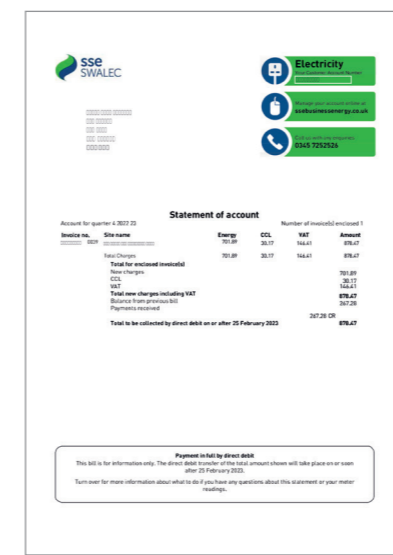
Which means improvements and a new look to your invoices

Clearer invoicing

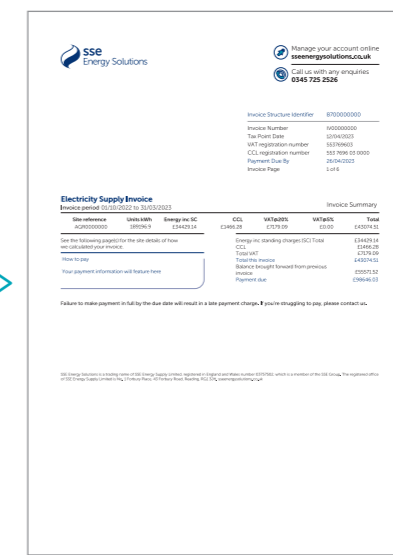
You'll see from your latest invoice, we have migrated you to a new and improved platform with easier to read invoices. This shouldn't have caused any disruption to you.

How to read your 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. Inside this leaflet, we explain in more detail some of the changes to your new invoice. Some of these may require administration changes or system updates at your end. So, please read it carefully.



Old invoice



New invoice



Important information

Three things to notice

1. We've changed our bank account details

If you pay by bank transfer you'll need to amend this on your system to match our new bank details. Our bank details will be clearly shown on your new invoice in the payment information area.

2. How payments are reflected in our system

Your customer payments will be allocated in our system at invoice level rather than at site level.

3. How we identify you as a customer

Your customer account and contract details will have new references in our system.



For a better world of energy

Your new invoice summary explained

1. Invoice Structure Identifier 8700000000

2. CCL registration number 553 7696 03 0000

3. Electricity Supply Invoice
Invoice period 01/10/2022 to 31/03/2023

4. Site reference AGR0000000

5. VAT
VAT@20% £7179.09
VAT@5% £0.00

6. How to pay
Your payment information will feature here

Site reference	Units kWh	Energy inc SC	CCL	VAT@20%	VAT@5%	Total
AGR0000000	189196.9	£34429.14	£1466.28	£7179.09	£0.00	£43074.51

Energy inc standing charges (SC) Total £34429.14
CCL £1466.28
Total VAT £7179.09
Total this invoice £43074.51
Balance brought forward from previous invoice £5571.52
Payment due £98646.03

The invoice shown is a sample. Invoices can vary and the information on yours may be different.

1. Invoice Structure Identifier

The 'Customer Account Number' on your old invoice has been replaced with an 'Invoice Structure Identifier' on your new invoice. This is 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'.

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: www.gov.uk/how-vat-works/vatthresholds.

6. How to Pay

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.

Your new invoice details explained

7. Delivery Address

8. Meter readings

Meter number	Reading date	Invoice direction	Previous meter reading A - Industry/Customer E - Estimate	Present meter reading A - Industry/Customer E - Estimate	Total units (kWh)
D07W	01/01/2023	Forward	420000.0 A	613401.3 E	193401.3
D07W	01/02/2023	Forward	420000.0 A	678569.1 A	258569.1
D07W	01/04/2023	Forward	678569.0 A	802598.1 E	124029.1

9. Delivery Period
Invoice period 01/10/2022 to 31/03/2023

10. Quantity
Total units (kWh) 189196.9

11. Price Per Unit
Price per unit (€) 0.181830

Charge description	Quantity	Unit	Price per unit (€)	Amount (€)
Elec Unit Rate Fixed Green NHH Unrestricted	-193401.3	kWh	0.181830	-£35166.16
Elec Standing Charge Fixed NHH Non-Energy Only	-92	Day	0.305315	-£28.09
Elec CCL Commercial	-193401.3	kWh	0.007750	-£1498.86
VAT @ 20% on charges of -£36693.11				-£7338.62
Total VAT				-£7338.62
Delivery point total				-£44031.73

The invoice shown is a sample. Invoices can vary and the information on yours may be different.

7. Delivery Address

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

8. Invoice Direction

If the estimated consumption has been adjusted, it will be shown as a 'reverse' entry in the tariff and charges table. The amended usage for that period and any new charges will be shown as a 'forward' entry in the tariff and charges table.

9. Delivery Period

This refers to the start and end dates of your invoice charges. Your new invoice will also show standing charges on a 'per day' basis.

10. Quantity

In this section, you will see the energy used in kWh, to one decimal place. In addition you will also see the total number of days within your delivery period.

11. Price Per Unit

The Price Per Unit is now shown to six decimal places and now includes the Feed in Tariff (FiTs). This is the Government tariff designed to help increase the level of renewable energy in the UK. The unit rate you will see on your new invoice will be the combined amount of your old rate plus FiTs.