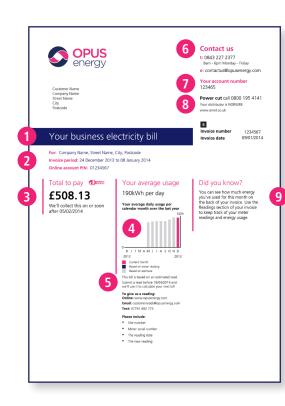
Your bill explained

- 1 Invoice type: This area shows you whether your invoice is for gas or electricity.
- 2 Invoice period: This shows you the period for which you're being billed.
- 3 Total amount: This section shows the total amount, if any, that will be taken from your bank account.
- 4 Consumption graph: A visual snapshot that will help you keep track of your energy usage.
- 5 Type of read: This section will tell you whether your bill is based on an estimate or an actual read. Help us keep your bills accurate by submitting regular meter readings.
- 6 Contact us: Here are our contact details. If you have a question please let us know and we'll be happy to help.
- 7 Your account number: Using this number when contacting us will help us find your account quicker.
- 8 Emergency contact: In the case of a power cut or gas leak please ring this number. Your distributor is responsible for the distribution of electricity and gas to your local area.

Invoice front



Site details Site number Site reference Supply number S 01 111 1 23/12/2013 1017.0 Artua 08/01/201-1097.0 Estimated Contract details Contract end dat televant date 08/01/201 Get in touch 17 t: 0843 227 2377 Calls may be recorded for training an contactus@opusenergy.con K07123456 03 £330.98 Customer Service Opus Energy Limited 2 Summerhouse Post Other Charge £15.98 CCL Exempt Char 0845 223 5445 Energy Saving Trust w: www.energysavingtrust.org.uk t: 0300 123 1234 (local rates apply) Standing Charg £11.36 £423.44 Charges on this bill exc. VA Committed to customer service If you have an issue please contact put things right. t: 0800 630 0841

Invoice back

- 9 Tips: In this section we'll send you useful information to make sure being an Opus Energy customer is hassle free.
- 10 Meter serial number: This is the serial number for the meter that supplies your property. This number will match the number on your meter.
- **11 Readings**: This section lists the meter readings that we've received. Your readings will either be actual or estimated depending on when you last submitted a meter reading.
- **12 Bill breakdown:** This section highlights all the charges on this bill to give you an overall total billing amount.

- **13 Supply number:** This is a unique number and is used to identify you within the electricity or gas system. This is not the same as your meter number, which appears on your meter.
- **14 Contract details:** In this section you can find your contract end date and relevant date.

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- **15 Get in touch:** Here are all the ways you can get in touch with us.
- 16 Committed to customer service: We want to provide you with the best possible customer service. If you have any complaints please let us know and we'll work hard to put things right.

