



**Business
Solutions**

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Towyn & Kinmel Bay Town Council
Community Resource Centre
The Square
Off Foryd Road
Kinmel Bay
Conwy
LL18 5BB

We're here to help

Call us: **0800 138 2322**

Opening hours are Monday to Thursday 9:00am to 5:00pm
Friday 9:00am to 4:30pm

Email: yourbusiness@npower.com

Web: npowerbusinesssolutions.com

Write to us:
npower Business Solutions, 2 Princes Way, Solihull, B91 3ES

For the attention of Mr Dylan Thomas

Your electricity invoice

Invoice period: 1 Mar 2024 to 28 Feb 2025

Invoice date: 12 Feb 2026

Invoice number: IN14871080

Account number: A0009236478

Account name: TOWYN AND KINMEL BAY TOWN COUNCIL

Supply address:
Unmetered Supply
Pi:012305
Half Hourly Traded
The Hit Squad (hillside Independant Trad
The Hit Squad (hillside Independant Trad
UM5 OUM

Your reference: 57206437

Charges summary	Quantity kWh	Charge
Electricity consumption	3,993.700	£2,004.35
Other MPAN charges		£689.02
Total charges excluding VAT		£1,315.33
VAT		£65.77
Charges for period		£1,381.10

VAT analysis			
		Net	VAT
Reduced VAT	5.00%	£1,315.33	£65.77
Total VAT			£65.77

Loss of supply: Call 105
Customer Contact Team, SP Energy Networks, 3
Prenton Way, Prenton, CH43 3ET, Tel: 0800 001 5400.
Use this number for Power Loss queries.

Your previous account balance:
This invoice has been reissued and current balance
information is not available

Your new invoice charge:
£1,381.10
which is due for payment on 26/02/26

If you pay by Direct Debit the full amount of this
invoice will be taken on or immediately after the
above date

Please note failure to pay by the due date may
result in default interest and charges being
incurred, your credit rating being adversely
affected and may also place your supply at risk.

Important contract information
We are supplying you on a variable product with no
end date. If you choose to fix your contract for one or
two years, you will not need to worry about energy
market fluctuations for the duration of your contract.
To see if you could benefit from a secure fixed-term
contract, please call us on **0800 138 2322**. We are
open from 9:00am to 5:00pm, Monday to Friday, and
will be happy to help.

Information and services for business customers

Any questions?

- Contact Customer Services – see the front of this invoice for details
- Send us an email to yourbusiness@npower.com

Please quote your customer account number when you contact us. There is also lots of useful information on our website at npowerbusinesssolutions.com

For further information and codes of practice, go to our website at npowerbusinesssolutions.com or contact Customer Services for:

- Guidance on using energy efficiently
- Information on us visiting your premises
- Details of Guaranteed and Overall Standards of Service

Your local electricity distribution company also has a code of practice on visiting your premises – you can get a copy direct from them.

Moving premises?

Please let us know as soon as possible if you are intending to move premises. Do not forget npower can supply you wherever you move in the country, so why not take us with you? Please refer to your contract for the terms and conditions which can apply when you stop trading at premises before the end of your contract.

Estimated invoices

If you wish us to amend an estimated meter read on your invoice, you can call the number shown on the front of this invoice with a meter read. We will correct any difference between the actual amount of energy used and the estimated consumption in accordance with the terms of your contract.

Paying your invoice

Unless otherwise agreed, payment for energy you have used is due on receipt of this invoice. Please let us know if you have a query or you are finding it hard to pay your energy invoice. Failure to pay without notifying us may result in interest being added to your account, statutory compensation being charged and other action to enforce the terms and conditions of your contract.

Your contract

If you have signed or agreed a contract, details will have been provided at the time. Otherwise you will be taking supply under a deemed contract. Information about your contract and its terms and conditions is available from Customer Services.

VAT

If you use energy for domestic or charity non-business purposes, you may qualify for the reduced rate of VAT. Please refer to the HMRC website for more information. If you think that you qualify, please complete a VAT Declaration form for us to consider.

All charges are identified by one of the following codes for VAT purposes:

DEM – Under de minimis kWh
STD – Standard rate
RR – Reduced rate
MU – Mixed use
EXMT – Exempt
Zero – Zero rate
O/S – Outside the scope

Where you see an outside the scope ("O/S") VAT rate applied to all charges on your invoice or credit, this is due to legislative time limits for correcting VAT and CCL errors. Suppliers may not be able to adjust VAT or CCL in relation to invoices issued more than four years prior to the date of correction.

Climate Change Levy (CCL)

CCL is a government tax on energy, which encourages businesses to use less energy and reduce carbon emissions. Please refer to the HMRC website for more information, including details on the circumstances when relief may be available. Where CCL has been shown, this invoice will constitute a CCL accounting document.

Third party and industry charges

Future Feed-in Tariff (FIT), Renewables Obligation (RO), Capacity Market (CM) and Contracts for Difference (CfD) rates and reconciliation information will appear on the Third Party and Industry Charges webpage at npowerbusinesssolutions.com/my-account/invoices-and-payments. Please visit our website regularly to keep up to date with any changes or updates.

Access to your meter

We are required by law to read and inspect your meter regularly, so please call Customer Services if you have any special access instructions that we need to know.

Suspected meter interference

Meter interference is dangerous and increases costs for customers and industry alike. Should you suspect interference with any metering system, please either contact us urgently on the number overleaf, or Crimestoppers on 0800 023 2777 or visit stayenergysafe.co.uk.

Green Deal advice

You can obtain impartial advice and information about any Green Deal plan(s) by contacting the Energy Savings Advice Service quoting your Green Deal plan number(s). You can call them on 0300 123 1234 or get in touch via their website gov.uk/greendeal.

Energy efficiency

For advice on saving energy in your business, please visit npowerbusinesssolutions.com.

Consumption points

Meter – Meter Supply Point
GSP – Grid Supply Point
NBP – National Balancing Point

Unhappy with our service?

We would like to put things right. Please call our Customer Services Team who will do all they can to resolve the matter straight away. You can also email us at yourbusiness@npower.com or write to **npower Business Solutions, PO Box 8007, 2 Princes Way, Solihull, B91 3ES**. Read more about how we handle complaints in the complaints section of npowerbusinesssolutions.com or request a free copy of our complaints leaflet from Customer Services.

You may be able to get further help and advice

We have a referrals scheme for our customers with **Business Debtline**. This allows small businesses and the self-employed to receive free, impartial and confidential advice on debt and cashflow issues:

- 0800 197 6026
- businessdebtline.org

If you are a microbusiness or (from 19 December 2024) a small business consumer, **Citizens Advice consumer service** can help you with free, impartial and confidential advice on consumer issues and debt at any stage of the complaints process:

- citizensadvice.org.uk/energy
- 0808 223 1133

Or, if you are in Scotland:

- EnergyAdvice.Scot
- 0808 196 8660

If you are not sure if you are a microbusiness or (from 19 December 2024) a small business consumer, you can check online at npowerbusinesssolutions.com/my-account/invoices

Energy Ombudsman

In the unlikely event that we are unable to resolve your complaint within eight weeks, microbusinesses and (from 19 December 2024) small business consumers can approach the Energy Ombudsman to access a free and impartial service. The Energy Ombudsman will reach a decision based on the information available and their decision is binding on the supplier. Contact the Ombudsman on 0330 440 1624, visit energyombudsman.org or email enquiry@energyombudsman.org.

Energy Ombudsman: Energy Brokers

If you are a microbusiness customer or (from 19 December 2024) a small business consumer and you have a dispute with your energy broker/consultant, you should contact your energy broker/consultant directly. Where the energy broker is unable to resolve the complaint within eight weeks, then you have the right to access the Energy Ombudsman's free and impartial Alternative Dispute Resolution (ADR) service. Contact the Ombudsman by visiting energyombudsman.org.

Where our electricity comes from

The table below shows the fuel sources for the electricity we supplied last year on our non-renewable products, and the UK national average for the same period. If you are on one of our 100% renewable products, please visit us online using the link below to see your fuel sources.

Fuel mix for 1 April 2024 to 31 March 2025	Npower Commercial Gas Limited	UK National Average
Coal	9.7%	5.9%
Gas	49.0%	33.3%
Nuclear	2.6%	16.2%
Renewable (biomass, wind, hydro and solar power)	34.6%	42.1%
Other	4.1%	2.5%

Please note, figures may not sum to 100% due to rounding. Further information on environmental impact and other environmental data is available on our website npowerbusinesssolutions.com/company/fuel-mix.

Online glossary

For help understanding the industry terminology used in this invoice, please visit npowerbusinesssolutions.com/my-account/glossary to access our online glossary.

Phone calls

We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 are set by your telecoms provider and may be free if you are calling from a business mobile or landline, depending on your contract.

Calls to our 0845 numbers will cost a maximum of 5p per minute, plus your phone company's access charge. Calls to 03 numbers will cost you no more than 01 and 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 03 numbers will be part of these.

Please check with your operator for exact charges.

Item 100/MNP23138/0526

How to pay your invoice



Direct Debit

You can pay your invoice in full by Direct Debit. Visit our website or call Customer Services for more information.



BACS or internet banking

Quote our bank sort code 50-00-00, our bank account number 97104000 and your customer account number. Your bank may charge for this service. If you pay by BACS, please email your payment advice to BACS@npower.com or send it to: Npower Commercial Gas Limited, Suite B, First Floor, 2100 Century Way, Thorpe Park, Leeds, LS15 8ZB



Credit or debit card

Call Customer Services (most credit cards accepted).



Cheque

Send your cheque to: Npower Commercial Gas Limited, Suite B, First Floor, 2100 Century Way, Thorpe Park, Leeds, LS15 8ZB

Please make your cheque payable to 'Npower Commercial Gas Limited' and write your customer account number on the back.

Keep the top part of your invoice and send us the tear-off payment slip with your cheque.

Your electricity invoice

Invoice date: 12 Feb 2026
Invoice number: IN14871080
Account number: A0009236478
Your supply number:

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	13	0006	0628	

1 > Consumption details for MPAN 1300060628849

This document is for an unmetered supply

Consumption information		
Start	End	Total energy @ meter (kWh)
01/03/2024	28/02/2025	2,566.200
Total power consumed		2,566.200 kWh

Half Hourly Consumption data has been used to calculate your bill from 01/10/2024 onwards

2 > Breakdown of charges for MPAN 1300060628849

Consumption charges							
Charge description	Rate description	Start	End	Energy consumed	Price	VAT rate	Net total
Electricity consumption @ meter	Standard	01/03/2024	30/09/2024	1,427.500 kWh	50.18800 p/kWh	DEM	£716.43
	Standard	01/10/2024	23/11/2024	0.000 kWh	50.18800 p/kWh	DEM	£0.00
	Standard	24/11/2024	04/01/2025	2,566.200 kWh	50.18800 p/kWh	DEM	£1,287.92
	Standard	05/01/2025	11/02/2025	0.000 kWh	50.18800 p/kWh	DEM	£0.00
	Standard	12/02/2025	28/02/2025	0.000 kWh	50.18800 p/kWh	DEM	£0.00
Total consumption charges							£2,004.35

Other MPAN charges							
Charge description	Start	End	Quantity	Price	VAT rate	Net total	
Electricity Energy Bill Discount Scheme (Tariff)	01/03/2024	31/03/2024	0.000 kWh	0.00000 p/kWh	DEM	£0.00	
Micro Business Withdraw Charges	01/03/2024	28/02/2025			DEM	-£689.02	
Total other MPAN charge							-£689.02

Total charges for this meter point excluding VAT	£1,315.33
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Payment slip

Please make your cheque payable to Npower Commercial Gas Limited and send it to:

Npower Commercial Gas Limited
Suite B, First Floor,
2100 Century Way,
Thorpe Park,
Leeds,
LS15 8ZB

Account number: A0009236478

Invoice number: IN14871080

Amount due: £1,381.10

Towyn & Kinmel Bay Town Council
Community Resource Centre
The Square
Off Foryd Road
Kinmel Bay
Conwy
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Supply: Unmetered Supply, Pi:012305, Half Hourly
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