



**Communal  
Energy  
Partners.**

## Understanding your energy bill

Communal Energy partners (CEP) will send you a monthly bill to charge you for your actual consumption of heat and hot water. Each month CEP will access the remote reading system which measures your consumption of heat and hot water. We will use these meter readings to calculate what you owe.

Your bill contains various information which shows you what you have consumed, what the charges are and how you can make payment.

**Invoice**

**Supply Address**  
1 Kensington Lane  
London  
SW10 1AA  
Great Britain

Invoice To:  
Mr A. Sample  
1 Kensington Lane London  
SW10 1AA  
Great Britain

**Billing Period** 01/11/2020 To 30/11/2020

Customer Account No. 07000261

Document Date 15/12/2020  
Invoice No. 000000115

Thank you for paying by Direct Debit, your payment will be collected approximately 14 days after the Invoice Date  
Thank you for choosing paperless billing, this helps the environment and lowers your charges.

Description	Current read	Previous Read	Consumption	£ Per Unit	Unit	VAT	Amount
Heat & Hot Water	630A	410A	220	0.05000	kWh	5 %	11.00
Chilling	85A	45A	40	0.07000	kWh	5 %	2.80
Gas Standing Charge			30	0.07916	Days	5 %	2.37
Scheme Management Charge			30	0.18990	Days	5 %	5.70

If you have received an invoice with an estimated reading please contact us at [meterreading@ceppartners.co.uk](mailto:meterreading@ceppartners.co.uk) to confirm your current reading and for your account to be amended

**Meter Reading Types**  
E = Estimated A = Actual C = Customer Supplied

All supplies are made subject to Communal Energy Partners Ltd standard terms of business which are available on request  
Company Registration Number : 7707220  
VAT Registration Number : 115121960

Please make payment to the following bank details:  
Sort Code: 20-51-43  
Account No: 01234567  
Payment Due On Receipt

If you have any queries please contact our Customer Services Team on **0330 088 3607** during the hours of Monday-Friday 8am-6pm

Subtotal VAT £21.87  
£1.09  
Total £22.96  
Balance Fwd £0.00  
Balance Due **£22.96**

[www.communalenergy.co.uk](http://www.communalenergy.co.uk)

This is your Customer Account Number. We will ask you for this if you contact us.

This is what you have used based on your meter readings

Your Standing Charges are based on a daily rate

Current Billing Period Charge

Total Amount. This can sometimes be different from the Current Billing Period Charge e.g. if a previous balance has been carried over





**Communal  
Energy  
Partners.**

### **'Customer account no'**

This is your unique customer account number which allows CEP to identify your account.

### **'Billing period'**

This shows the start and end dates for the charges on your invoice.

### **'Consumption'**

This is the total amount of energy measured in kWh for chilling (where available), heat and hot water. A daily fee for the scheme management charge, gas standing charge and meter maintenance charge are included.

### **'Scheme Management'**

The scheme management charge contributes to the cost of CEP providing the billing and customer services for your development.

### **'Meter Maintenance'**

The meter maintenance charge contributes to the cost of CEP maintaining the meter(s) in your apartment and the related metering infrastructure. As an example the average cost to replace a meter is over £150.

### **'Invoice total'**

This shows you charges for the current billing period.

### **'Balance fwd'**

This shows you any balance brought forward from the previous invoice.

### **'Balance due'**

This is the total amount that you must pay. It includes any balance brought forward plus the total of your new charges for the period being billed.

### **'Direct debit'**

If you have signed up to pay by direct debit please note that the balance due on your invoice will be collected approximately 14 days after the invoice is issued.

### **'Previous or current read'**

This is your meter reading which will be followed by A, E or C.

A = Actual reading E = Estimated reading C = Customer provided reading

If you have received an estimated bill, and would like to receive a bill based on actual consumption, please email a picture of your meter showing the actual read to [meterreadings@cppartners.co.uk](mailto:meterreadings@cppartners.co.uk). Please remember to include your account number and the date the read was taken.

