



Crowhurst Parish Council  
Gilly Lowe, Parish Clerk,  
Cider House,  
Allowenshay,  
Hinton St George,  
Somerset,  
TA17 8TB

**Invoice Structure Identifier 8700075216**

Invoice Number IV03363727  
Tax Point Date 18/08/2025  
VAT registration number 553 7696 03  
CCL registration number 553 7696 03 0000  
**Payment Due By 01/09/2025**  
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**Electricity Supply Invoice**

Invoice period 21/10/2024 to 31/07/2025

**Invoice Summary**

Site reference	Units kWh	Energy inc SC	CCL	VAT@20%	VAT@5%	Total
AGR0081622	724.90	£251.57	£0.00	£0.00	£12.58	£264.15

See the following page(s) for the site details of how we calculated your invoice.

**Direct Debit reference 0099051****Balance to be collected by Direct Debit on or after 01/09/2025**

Energy inc standing charges (SC)	£251.57
Total CCL	£0.00
Total VAT	£12.58
<b>Total this invoice</b>	<b>£264.15</b>
Balance brought forward from previous invoice	£255.42
Payments received 21/05/2025	-£255.42
<b>Direct Debit due</b>	<b>£264.15</b>

Failure to make payment in full by the due date will result in a late payment charge. If you're struggling to pay, please contact us.

## How to contact us

You'll be able to manage your account online; but if you can't find what you're looking for, or you need to speak with us, please give us a call.

If any of the details on your bill are wrong, or if you're no longer responsible for the site, please call us. If you move without telling us, you may be billed for electricity or gas used by the next occupier.

**Online** [sseeenergysolutions.co.uk](https://sseeenergysolutions.co.uk)

**By phone UK** 0345 725 2526

**By phone non-UK** 0870 901 1039

**By post** SSE Energy Solutions PO Box 3176, Reading, RG1 9FA

Please note: to help us improve our service further, we may record customer phone calls from time to time.

Our standard and deemed terms and conditions can be read at [sseeenergysolutions.co.uk/useful-documents](https://sseeenergysolutions.co.uk/useful-documents).

## If you have a complaint

We're committed to offering the best in customer service. However, things do sometimes go wrong; so if you have cause to complain, the easiest and quickest way to resolve things is to phone our customer service team using the number in 'How to contact us' above. If necessary, we'll escalate your complaint to a manager or specialist team.

After this, if we can't resolve your complaint to your satisfaction by 5pm the next working day, you can contact us in the following ways. We'll then aim to reach a resolution within five working days. However, more complex issues may take longer to resolve.

**By phone** 0345 072 9402

**By email** [cmt.commercial@sse.com](mailto:cmt.commercial@sse.com)

**By post** PO Box 3176, Reading, RG1 9FA

For a copy of our complaint handling statement, go to [sseeenergysolutions.co.uk/chs](https://sseeenergysolutions.co.uk/chs) or contact us to request a copy using the details above.

### For micro business and small business customers

If you haven't received a satisfactory response and eight weeks have passed since you first registered your complaint, or we've sent you a deadlock letter, you can contact the Energy Ombudsman on 0330 440 1624 and at [www.energyombudsman.org](https://www.energyombudsman.org).

You can also get free, impartial advice from the Citizens Advice service. If you're in England and Wales call 0808 223 1133 or visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy). If you're in Scotland, contact Citizens Advice Direct Scotland on 0800 028 1456 or visit [cas.org.uk](https://cas.org.uk).

If you have a complaint about your broker, TPI or aggregator, you need to raise it with them first. If it isn't resolved in eight weeks, or you receive a deadlock letter, you can contact the Ombudsman. They'll carry out an independent review and their decision regarding the broker will be binding. You can contact them using the Energy Ombudsman details shown above.

## Emergencies

If you have a power cut, please call your local network operator on 105.

## Meter readings

If you submit meter readings, you can do so at [sseeenergysolutions.co.uk/submit-meter-reading](https://sseeenergysolutions.co.uk/submit-meter-reading) or by phoning 0345 725 2526. It's important that you send us up to date meter readings as we can't guarantee accurate bills without them and we can only send a meter reader out twice a year.

If you don't already have a smart meter, we recommend having one installed. A smart meter sends us readings automatically, ensuring accurate bills and removing the need to submit meter readings. Register your interest at [sseeenergysolutions.co.uk/get-smart](https://sseeenergysolutions.co.uk/get-smart).

## Taking control of your energy usage

Our regulatory obligations mean that, where applicable, we are now replacing all our traditional meters with smart meters. Smart meters provide us with half hourly data consumption. If you don't currently have a smart meter, you can provide your details [sseeenergysolutions.co.uk/get-smart](https://sseeenergysolutions.co.uk/get-smart) and we will be in touch to book your installation.

With half-hourly readings, you'll be able to register for Clarity<sup>1</sup> our free online energy management platform and access your smart data. Clarity lets you see where you're using energy, how much and when, which can help you cut down on the amount of energy you use. If you're not already registered with Clarity, find out more at [www.sseeenergysolutions.co.uk/business-energy/clarity](https://www.sseeenergysolutions.co.uk/business-energy/clarity)

<sup>1</sup>Terms and conditions apply

## When you move

If you're moving premises, please complete the relevant form at [sseeenergysolutions.co.uk/moving-premises](https://sseeenergysolutions.co.uk/moving-premises). Or, you can call our change of tenancy team on 0345 026 4565. Please have the date of your move, your latest meter reading and contact details ready.

## Understanding your bill

The first page of your bill confirms the amount you owe, and when and how to pay.

Your amount to pay includes any unpaid balance from earlier bills plus new charges for the current period. When to pay is determined from the date of your bill and your agreed payment terms. How to pay is shown alongside the payment due.

New charges for the current period are summarised on the first page of your bill by site, along with the CCL and VAT at the applicable rate.

## How to pay

### By Direct Debit

Go to [sseeenergysolutions.co.uk/pay-your-bill](https://sseeenergysolutions.co.uk/pay-your-bill) and click 'Pay by Direct Debit'. It's the easiest way to pay, avoids the risk of late payment, and protects you via the Direct Debit Guarantee.

### By bank transfer

Our bank details are:  
Account number: 93874796  
Sort code: 20-00-00  
**Your payment reference should be:** 8700075216

### By card

Pay online at [sseeenergysolutions.co.uk/pay](https://sseeenergysolutions.co.uk/pay)  
Pay by phone (open 24/7) by calling 0203 650 4340  
**Over the Counter**  
Take your bill and giro slip to any Post Office, Barclays, your own bank, or any PayPoint terminal.

### By post

Please make your cheque payable to SSE Energy Solutions, write 8700075216 on the back and enclose a completed payment slip.  
Send to: SSE, PO Box 144, Blyth, NE24 9FT

If you're having difficulty paying Please contact us on 0345 725 2526. We're here Monday to Friday 8.30am to 5pm. Calls may be recorded and monitored to help improve our customer service.

If you're a small or micro business customer, Business Debtline provides free debt advice to small businesses and people who are self-employed. Their services are available over the phone, through their website and via webchat. Go to [businessdebtline.org](https://businessdebtline.org).

**Crowhurst Parish Council****Delivery Address**

SPORTS PAVILION REC, CROWHURST ROAD, CATSFIELD,  
BATTLE, East Sussex, TN33 9BT, United Kingdom



Site reference ID

AGR0081622

Invoice number

IV03363727

Tax point date

18/08/2025

VAT registration number

553 7696 03

CCL registration number

553 7696 03 0000

Supply number

**S** 03 801 201  
19 0002 6333 480

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**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)
D12A009737	01/11/2024	Reverse	19051 A	19137 E	86.40
D12A009737	01/02/2025	Reverse	19137 E	19862 E	724.60
D12A009737	01/04/2025	Forward	19051 A	20327 E	1276.00
D12A009737	01/05/2025	Reverse	19862 E	20563 E	701.00
D12A009737	01/08/2025	Forward	20327 E	21288 E	960.90

**Product** Elec Fixed Green NHH Non-Energy Only**Tariff** NHH unrestricted**Reversed estimate electricity charges for the delivery period 21/10/2024 to 31/10/2024**

Charge description	Delivery period	Quantity	Unit	Price per unit (£)	Amount (£)
Elec Unit Rate Fixed Green NHH Unrestricted	21/10/2024 to 31/10/2024	-86.40	kWh	0.29062000	-£25.11
Elec Standing Charge Fixed NHH Non-Energy Only	21/10/2024 to 31/10/2024	-11.00	Day	0.48372603	-£5.32
Elec CCL Zero	21/10/2024 to 31/10/2024	-86.40	kWh	0.00000000	£0.00
Elec Direct Debit Discount	21/10/2024 to 31/10/2024	-86.40	kWh	-0.00500000	£0.43
VAT @ 5% on charges of -£30.00					-£1.50
Total VAT					<b>-£1.50</b>
<b>Delivery point total</b>					<b>-£31.50</b>

**Reversed estimate electricity charges for the delivery period 01/11/2024 to 31/01/2025**

Charge description	Delivery period	Quantity	Unit	Price per unit (£)	Amount (£)
Elec Unit Rate Fixed Green NHH Unrestricted	01/11/2024 to 31/01/2025	-724.60	kWh	0.29062000	-£210.58
Elec Standing Charge Fixed NHH Non-Energy Only	01/11/2024 to 31/01/2025	-92.00	Day	0.48372603	-£44.50
Elec CCL Zero	01/11/2024 to 31/01/2025	-724.60	kWh	0.00000000	£0.00
Elec Direct Debit Discount	01/11/2024 to 31/01/2025	-724.60	kWh	-0.00500000	£3.62
VAT @ 5% on charges of -£251.46					-£12.57
Total VAT					<b>-£12.57</b>
<b>Delivery point total</b>					<b>-£264.03</b>

**Reversed estimate electricity charges for the delivery period 01/02/2025 to 30/04/2025**

Charge description	Delivery period	Quantity	Unit	Price per unit (£)	Amount (£)
Elec Unit Rate Fixed Green NHH Unrestricted	01/02/2025 to 30/04/2025	-701.00	kWh	0.29062000	-£203.72
Elec Standing Charge Fixed NHH Non-Energy Only	01/02/2025 to 30/04/2025	-89.00	Day	0.48372603	-£43.05
Elec CCL Zero	01/02/2025 to 30/04/2025	-701.00	kWh	0.00000000	£0.00
Elec Direct Debit Discount	01/02/2025 to 30/04/2025	-701.00	kWh	-0.00500000	£3.51
VAT @ 5% on charges of -£243.26					-£12.16
Total VAT					<b>-£12.16</b>
<b>Delivery point total</b>					<b>-£255.42</b>

## How to contact us

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## Understanding your bill

Your new charges by site are calculated at your contracted tariff using your meter's consumption data. CCL charges are based on the rate applicable to your usage and consumption. All charges are subject to VAT, where applicable.

If changes are needed for estimated consumption billed in a previous delivery period, we'll show this in the meter reading information on your bill.

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 will be shown as a 'forward' entry in the tariff and charges table.

A further 'forward' entry will be shown for the consumption applicable to the current delivery period being billed.

## Emergencies

If you have a power cut, please call your local network operator on 105. If you have a general query for your local network operator, you can use the same telephone number, or you can write to them at UK Power Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AA.

## When you move

If you're moving premises, please complete the relevant form at [sseenergysolutions.co.uk/moving-premises](https://sseenergysolutions.co.uk/moving-premises). Or, you can call our change of tenancy team on 0345 026 4565. Please have the date of your move, your latest meter reading and contact details ready.

## Help protect the UK's energy supply

As part of our net zero obligation, we're upgrading every business customer with a smart meter. Now more than ever, we must protect our energy system, and smart meters are central to this.

A smart meter sends us readings automatically, so you won't need to submit meter readings and your bills will be accurate every time\*.

You'll also have your energy data at your fingertips, so you'll find ways to improve your energy efficiency, lowering your costs and carbon footprint.

Book a call with our smart metering team today at [sseenergysolutions.co.uk/get-smart](https://sseenergysolutions.co.uk/get-smart).

\*In the unlikely event that our communication with your smart meter is disrupted, we may advise you to submit a manual meter reading, or you may receive an estimated bill.

## Climate Change Levy (CCL)

Climate Change Levy (CCL) is an environmental tax. The main rate of CCL is paid on gas and electricity used by businesses providing public services and in the industrial, commercial, and agricultural sectors.

For more information, go to [gov.uk/government](https://gov.uk/government) and search for "Climate Change Levy". Or, you can call HM Revenue and Customs for CCL enquiries on 0300 200 3700.

You can email completed PP11 certificates to SSE Energy Solutions at [sme.servicehelpdesk@sse.com](mailto:sme.servicehelpdesk@sse.com).

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**Actual electricity charges for the delivery period 21/10/2024 to 31/07/2025**

Charge description	Delivery period	Quantity	Unit	Price per unit (£)	Amount (£)
Elec Unit Rate Fixed Green NHH Unrestricted	21/10/2024 to 31/03/2025	1276.00	kWh	0.29062000	£370.83
Elec Unit Rate Fixed Green NHH Unrestricted	01/04/2025 to 31/07/2025	960.90	kWh	0.29062000	£279.26
Elec Standing Charge Fixed NHH Non-Energy Only	21/10/2024 to 31/07/2025	284.00	Day	0.48372603	£137.38
Elec CCL Zero	21/10/2024 to 31/03/2025	1276.00	kWh	0.00000000	£0.00
Elec CCL Zero	01/04/2025 to 31/07/2025	960.90	kWh	0.00000000	£0.00
Elec Direct Debit Discount	21/10/2024 to 31/03/2025	1276.00	kWh	-0.00500000	-£6.38
Elec Direct Debit Discount	01/04/2025 to 31/07/2025	960.90	kWh	-0.00500000	-£4.80
VAT @ 5% on charges of £776.29					£38.81
Total VAT					<b>£38.81</b>
<b>Delivery point total</b>					<b>£815.10</b>

**Summary**

Energy inc standing charges (SC)	£251.57
CCL charges	£0.00
VAT @5%	£12.58
VAT @20%	£0.00
<b>Delivery point total</b>	<b>£264.15</b>

The current contract for this supply expires on 31/12/2025.

You've not yet agreed a contract with us beyond this date. If a new contract is not agreed and your supply remains with us after this expiry date you will be placed on our Variable Business rates, subject to our Deemed Contract Terms.

Please email us at [businesscontracts@sse.com](mailto:businesscontracts@sse.com) if you would like to know more about your future contract options.

You're not required to provide a notice to terminate the current contract with effect from the expiry date, however, if you wish to provide a termination notice to terminate the contract with effect from the expiry date this can be emailed to us at [sortnotices@sse.com](mailto:sortnotices@sse.com).

