



## How to contact us

If you have any questions, please contact us.

<b>By phone</b>	UK	Please refer to the telephone number on the front of your invoice.
	Non UK	+44 870 901 1040
<b>By post</b>	SSE, PO Box 3176, Reading RG1 9FA	
<b>Online</b>	www.ssebusiness.co.uk	
<b>Cheque payments</b>	SSE, Payment Centre, PO Box 13, Havant P09 5JB	

We prefer you to phone rather than write because it's quicker, more direct and easier for us to answer your questions straight away.

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

If your name, address or postcode are shown incorrectly on your invoice, please phone us so we can update our records.

## Our commitment to you

SSE is committed to offering the very best in customer service and our advisors will do all they can to answer any questions and to help manage your account. If for any reason you are not satisfied with our service, please ask to speak to a manager.

If your complaint is not resolved to your satisfaction, you can raise the matter with our Complaints Management Team who will undertake an independent internal review. You can contact the Complaints Management Team as follows:

By Post	SSE Business Complaints, PO Box 3176, Reading RG1 9FA
By Email	cmt.commercial@sse.com
By Phone	01256 304272

If you do not receive a satisfactory response from our Complaints Management Team, you can contact Ombudsman Services, Energy on 0330 440 1624, or visit [www.ombudsman-services.org](http://www.ombudsman-services.org)

If you are a Micro Business Customer, you can also contact Citizens Advice consumer service, who provide free, confidential and impartial advice, on 03454 04 05 06 or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

For a copy of our complaint handling statement, go to [www.ssebusiness.co.uk](http://www.ssebusiness.co.uk). Alternatively, you can contact us to request a copy please see 'How to contact us' above.

## Emergencies

If you suspect a gas leak or other gas emergency this should be reported immediately. The 24-hour emergency number is 0800 111 999.

## Climate Change Levy

Climate Change Levy is a Government tax on the commercial use of both electricity and gas, introduced on 1 April 2001 as part of the UK's Climate Change Programme.

For more information, go to [www.hmrc.gov.uk](http://www.hmrc.gov.uk) and look for Climate Change Levy within the Search facility. Alternatively, you can contact HM Revenue and Customs' National Advice Service (NAS)/The VAT and Excise Advice Line on 0300 200 3700 (open Monday to Friday 8am to 8pm).

Completed PP11 Certificates can be posted to SSE at: SSE, PO Box 3176, Reading RG1 9FA.

## Understanding your gas bill

This step-by-step guide will help you to understand how we worked out your gas invoice.

- To check how many units you have used – take the reading last time away from the reading this time.
- To adjust the units used to allow for standard pressure conditions – multiply the units used by the correction factor\*.
- To check the cubic metres of gas you have used – multiply the adjusted units by 2.83. (You don't need to do this if you have a new metric meter.)
- To check the kilowatt hours (kWh) you have used – multiply the number of cubic metres of gas by the calorific value\*\* and divide by 3.6.
- To check how much you need to pay – multiply the kWh by the price, add any service charges and VAT.

\* Correction factor

Our supplier licence requires us to adjust the volume of gas recorded by your meter to take account of standard temperature and pressure conditions. This adjustment is the 'correction factor'.

\*\* Calorific value

This means the energy content of gas. We average the calorific value of the gas over the period of your invoice.

## Your gas transporter and meter point reference number

As an energy supplier we are required to provide our customers with details of their gas meter point reference number (MPRN) and the name of their gas transporter. If you need this information please contact us, see 'How to contact us' above.

## When you move

If you are moving premises you need to contact us so your account is closed and charged correctly for the energy you actually use. If we are not provided with a forwarding address and your account is closed with a credit balance we may have difficulty returning this to you. Our dedicated Business Moves Team can be contacted on 0345 0264565.

## Meter Readings

If we don't read your meter, we estimate the reading to use on your bill. Normally our calculations are accurate and you don't need to do anything except pay your bill in the usual way. We suggest you check our calculations with the reading on your meter and phone us if there is a big difference.

SSE is a trading name of SSE Energy Supply Limited 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. Registered in England and Wales number 03757502. VAT registration number 553 7696 03. Tax point date 1 January 2019.

## How to pay

Have you considered paying your account by direct debit? For more information please phone us, see 'How to contact us' above, and one of our advisers will be happy to discuss this with you and arrange everything.

### By Post

Fill in the payment slip and enclose it with your cheque or postal order. **Never** send cash by post. Please make your cheque payable to 'SSE' and write your Customer Account number on the back. If sending a remittance advice, please quote all relevant site reference numbers (these are shown on the front of each invoice). Please send your payment to:

SSE, Payment Centre, PO Box 13, Havant P09 5JB

This address is for payments only. If you have a query, please see 'How to contact us' above.

### Over the counter

You can pay by cheque or in cash at any branch of your own bank, a Natwest Bank or a post office, without charge. Make your cheque payable to 'SSE' or 'Post Office Ltd.', if you go to a Post Office. You can also pay in cash only wherever you see the PayPoint sign. Remember to keep your receipt as proof of payment.