

# Welcome to your bill

Below you'll find your balance, charges, discounts and payment date.

## Account number

This will show your Shell Energy account number. Make sure to use your account number as a reference when making bank or cheque payments.

## Previous outstanding balance

This section shows your outstanding balance, including your previous balance and the payments that we've received since your last bill.

## New charges

All of your bills will include a breakdown of your monthly charges, one-off charges and any call charges. Your first bill may seem higher than expected, because your charges may cover a period of more than one month, or include any installation charges you've incurred.

## Monthly charges

The 'Monthly charges' section includes all elements of your broadband plan including your broadband package and line rental. Other additions to your plan such as call packages or call features will also show here. These prices are exclusive of VAT, and any applicable discounts will be marked on your bill with the letters 'CR'.

## Your services

If you have both a broadband and a home phone service, these will be shown as a single charge on your bill.

**Shell ENERGY Broadband**

For bill enquiries and customer service call us on **0330 094 5801**

Title Customer Name  
Address Line 1  
Address Line 2  
Address Line 3  
Address Line 4  
Address Line 5  
Postcode

Phone number 0123456789  
Account number 99999999  
Bill number 1234567890  
Bill date 05 July 2021  
Payment due 21 July 2021  
Bill period 16/07/2021 - 15/07/2021  
VAT registration number GB 867 2447 91

Hello Customer,

### Your bill

|                                     |                         |               |
|-------------------------------------|-------------------------|---------------|
| <b>Previous outstanding balance</b> |                         |               |
| Previous balance                    |                         | £9.99         |
| Payments received                   |                         | £9.99 CR      |
| <b>Outstanding balance</b>          |                         | <b>£9.99</b>  |
| <b>New charges</b>                  |                         |               |
| <b>Monthly charges</b>              | <b>From - To</b>        | <b>Charge</b> |
| Caller display (in advance)         | 31/07/2021 - 31/07/2021 | £9.99         |
| Unlimited Broadband (in advance)    | 31/07/2021 - 31/07/2021 | £9.99         |
| <b>Total</b>                        |                         | <b>£19.98</b> |
| <b>Call charges</b>                 | <b>Number of calls</b>  | <b>Charge</b> |
| UK Mobile                           | 9                       | £9.99         |
| Local                               | 9                       | £9.99         |
| National                            | 9                       | £9.99         |
| <b>Total</b>                        |                         | <b>£29.97</b> |
| <b>One-off charges and credits</b>  | <b>Date</b>             | <b>Charge</b> |
| Cease Charge                        | 31/07/2021              | £9.99         |
| <b>Total</b>                        |                         | <b>£9.99</b>  |
| <b>Total</b>                        |                         |               |
| Total charges                       |                         | £59.94        |
| VAT at 20%                          |                         | £19.98        |
| <b>Total charges this period</b>    |                         | <b>£79.92</b> |
| <b>BALANCE NOW DUE</b>              |                         |               |
|                                     |                         | <b>£9.99</b>  |

For help understanding your bill, please visit the help section of our website at [shellenergy.co.uk/broadband/help](https://shellenergy.co.uk/broadband/help)

Your payment is due by 21 July 2021.

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The Registered Office of Shell Energy Retail Limited is Shell Energy House, Westwood Way, Westwood Business Park, Coventry, CV4 8HS, UK. Registered in England and Wales. Company number 05070887.

## Call charges

The 'Call charges' section summarises the number of calls made per call category. All call charges displayed will relate to the bill period highlighted at the top of your bill.

This section includes all calls made within the billing period. Your call charges are itemised towards the bottom of your bill. You can see the date, time and charge for each individual call in this section.

You can take a look at our Price List in detail at [shellenergy.co.uk/broadband-terms](https://shellenergy.co.uk/broadband-terms).

## One-off charges and credits

One-off charges and credits include new line installations and promotional discounts. All one-off charges are shown exclusive of VAT.

## Balance now

Your total balance due is displayed in the 'Balance now' section. Your total balance is inclusive of VAT.

## Payment date

This shows the date that your payment is due. This is shown both at the top and bottom of the bill.

# Inside your bill

Here you'll find your itemised calls and payment slip.

## Your itemised calls

The list of calls you've made using our service and their respective charges. These charges include all of the applicable discounts included in your service.

Your call packages are also accounted for in these charges.

## Payments and credits

The list of payments and credits since the last bill.

## Payment slip

Your payment slip is used to make payments at Payzone stores or in Post Office branches.

To find your nearest Payzone store, please visit: [storelocator.payzone.co.uk](http://storelocator.payzone.co.uk). Or visit any Post Office branch to make a payment.

Please make cheques payable to 'Shell Energy Retail Limited' and include your account number on the back. Then enclose the cheque with your payment slip and send it to

**Shell Energy Retail Limited,  
PO Box 14125, Selkirk, TD7 9AF.**

Postal address:  
Shell Energy Retail Limited, PO Box 14125, Selkirk, TD7 9AF.



Account number 99999999  
Bill date 05 July 2021  
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**Your itemised calls**

New call charges

| Date / Time               | Destination | Number     | Duration | Charge        |
|---------------------------|-------------|------------|----------|---------------|
| 31/07/2021 00:00:00       | National    | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | Local A     | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | National    | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | Local A     | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | National    | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | Local A     | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | National    | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | Local A     | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | National    | 0123456789 | 00:00:30 | £0.00         |
| 31/07/2021 00:00:00       | Local A     | 0123456789 | 00:00:30 | £0.00         |
| <b>Total call charges</b> |             |            |          | <b>£29.97</b> |

Your call charges include all of the applicable discounts included in your service.

Postal address:  
Shell Energy Retail Limited, PO Box 14125, Selkirk, TD7 9AF.



Account number 99999999  
Bill date 05 July 2021  
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**Payments and credits**

| Date         | Payment type           | Amount       |
|--------------|------------------------|--------------|
| 31 July 2021 | Direct Debit - Payment | £9.99        |
| Total        |                        | <b>£9.99</b> |

**Your payment slip**

You can take this bill into any Payzone or Post Office branch to pay by cash, cheque or debit card over the counter.

When sending by post, make cheques payable to 'Shell Energy Retail Limited' quoting your account number. Please find the postal address on the reverse of this bill. Please enclose this slip.

Account number **99999999**



9826 0265 0009 9999 9991

**Use this barcode to pay at Payzone and Post Office**

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## Direct Debit instruction

You can contact our customer service team to set up a Direct Debit, or use the Direct Debit instruction on your bill. Please send this to

**Shell Energy Retail Limited,  
PO Box 14125, Selkirk, TD7 9AF.**

 **Instruction to your Bank or Building Society to pay by Direct Debit** 

Please fill in the form and send to Shell Energy Retail Limited, PO Box 14125, Selkirk, TD7 9AF.

Name and full postal address of your Bank or Building Society  
For: The Manager  
Bank/Building Society

Address  
Postcode

Reference (please insert your Shell Energy account number)  
8 3 6 6 6 4  
9 9 9 9 9 9 9 9

Instructions for your Bank or Building Society  
Please send this instruction to your Bank or Building Society. I understand that the instruction may remain with Shell Energy Retail Limited and, if so, details will be passed electronically to my Bank/Building Society.

Bank/Sort Code  
Bank/Building Society account number

Signature  
Date

**The Direct Debit Guarantee**

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Shell Energy Retail Limited will notify you seven working days in advance of your account being debited or as otherwise agreed. If you request Shell Energy Retail Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error or made in the payment of your Direct Debit or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.  
- If you receive a refund you are not entitled to, you must pay it back when Shell Energy Retail Limited asks you to.
- You can cancel a Direct Debit at any time simply by contacting your bank or building society. Written confirmation may be required. Please also notify us.

Bank and Building Societies may not accept Direct Debit instructions for some types of account