

Charging Circular – BSUoS Delayed Invoices

7th November 2018

Dear BSUoS customer,

Due to a technical issue, downstream of our billing system, today's BSUoS invoices have been delayed.

Our IS teams have been working on the issue for the last few hours, have now resolved the problem and customers should now be starting to receive today's invoices to their inboxes.

If you have still not received today's BSUoS invoice by 4pm today, please get in touch with a member of the team using the contact details below.

Please accept our apologies for this delay, follow up actions will be taken to prevent reoccurrence but in the meantime if you would like further information on this or any other BSUoS related issue please contact the team using the details below.

Thanks for your patience whilst we have been working to resolve this issue.

BSUoS Circulars

If you wish to receive BSUoS circulars via email, please send an email to BSUoS.Queries@nationalgrid.com asking to be added to our distribution list. Please mark your email with the subject line **"Please ADD me to BSUoS Circulars"**

If you receive BSUoS circulars but no longer wish to do so, please email BSUoS.Queries@nationalgrid.com asking to be removed from the distribution list. Please mark your email with the subject line **"Please REMOVE me from BSUoS Circulars"**

Further Questions

Email: BSUoS.Queries@nationalgrid.com¹

Tel: 01926 654 613

Website: <http://www.nationalgrideso.com/bsuos>

¹ Please help us keep our records up to date by informing us of any changes in contact details via the email address