



Mr Krish Lakshmipathy  
5 PRIMROSE GARDENS  
RUISLIP  
MIDDLESEX  
HA4 6TY  
UNITED KINGDOM



#### Get in touch with us

[eonnex.com/contact](https://eonnex.com/contact)

[hi@eonnex.com](mailto:hi@eonnex.com)

#### Your account number:

A-69A71E85

Bill Reference: 94820607 (3rd Feb. 2023)

## Your energy account

for 5A, Primrose Gardens, Ruislip, HA4 6TY.

3rd Jan. 2023 - 2nd Feb. 2023

On 3rd Jan. 2023 your previous balance was

£38.38 CR

### 1. We have charged you

Based on your meter readings.

Electricity	2nd Jan. 2023 - 1st Feb. 2023	£148.73 DR
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### 2. We have credited you

HM Government Discount Energy Bills Support Scheme	£67.00 CR
HM Government Discount Energy Bills Support Scheme	£67.00 CR

### 3. You have paid

Direct Debit collection	16th Jan. 2023	£3.00 CR
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On 2nd Feb. 2023 your new balance was

£26.65 CR

#### Your estimated annual cost

**£1065.31** a year for electricity

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual bills will vary depending on your usage and tariff selection. More information about your current tariff can be found overleaf.

#### Could you pay less?

*Remember - it might be worth thinking about switching your tariff or supplier.*

For your **electricity** (on meter point 1050001711067)


#### Good to know.

You're already on our cheapest tariff for your **electricity** usage. We'll let you know if this changes.

You pay by monthly Direct Debit, so your payments are up to date. We regularly review how much you're paying to make sure it's the right amount and will let you know if it needs to change.

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

## Your charges in detail

 Electricity	Supply number	S	1	801	1
			1050001711067		

Supply Address: 5A, Primrose Gardens, Ruislip, HA4 6TY

Postcode area alpha identifier: K

Next Online v15 (2nd January 2023 - 1st February 2023)

### Energy Charges for Meter 21L4181974

2nd Jan 2023	1069.7 Smart meter reading	
2nd Feb 2023	1460.5 Smart meter reading	
Energy Used	390.8 kWh @ 41.47p/kWh	£162.04
Energy Price Guarantee	390.8 kWh @ 8.08p/kWh	-£31.58
Standing Charge	31 days @ 36.112p/day	£11.19

**Subtotal** of charges before VAT £141.65

VAT @ 5% £7.08

**Total Electricity Charges** £148.73

### Other credits

5th Jan. 2023	HM Government Discount Energy Bills Support Scheme (VAT @ 0%)	-£67.00
1st Feb. 2023	HM Government Discount Energy Bills Support Scheme (VAT @ 0%)	-£67.00

**Subtotal** of credits before VAT -£134.00

VAT @ 0% £0.00

**Total of credits** -£134.00

Total charges before VAT £7.65

Total VAT £7.08

**Total charges for bill** £14.73

## Your electricity tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Name	Next Online v15
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	41.467p/kWh
Standing Charge	36.112p/day (£131.81/year)
Price Guaranteed Until	2nd July 2023
Early Exit Fee	None
Estimated Annual Usage	2644.1 kWh

## Energy Bills Support Scheme

If you're eligible, you'll get the Government Energy Bills Support Scheme £400 non-repayable discount to help with higher energy bills. You'll see this as a monthly credit of £66 or £67 on your bills from October 2022 to March 2023.

### Contacting us

**Email:** [hi@eonnex.com](mailto:hi@eonnex.com)

**Facebook:** [m.me/eonnex](https://www.facebook.com/m.me/eonnex)

**Phone:** 0808 501 5200

Speech or hearing impaired customers can put 18001 in front of our phone number to use text relay at no extra cost.

**Trading office:** Trinity House, 2 Burton Street, Nottingham, NG1 4BX

### Advice and complaints

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or contact the Citizens Advice consumer service on 0808 223 1133.

If you live in Scotland, go to [energyadvice.scot](https://energyadvice.scot) or contact Advice Direct Scotland on 0808 196 8660.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. Calls are free and they're open Mon to Fri, 9am-5pm.

If you feel that our service has not met your expectations, please get in touch so we can put things right:

**First:** Contact our team.

**Then:** If an adviser is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

**Finally:** If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Ombudsman Service: Energy on 0330 440 1624 or [www.ombudsman-services.org/sectors/energy](https://www.ombudsman-services.org/sectors/energy). This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

### How much did you use?

Your average electricity usage during this bill period was 12.61 kWh/day.

Looking for energy saving tips? Head over to [eonnex.com/energy-efficiency](https://eonnex.com/energy-efficiency) to see the tried-and-trusted tips that work for us.