

**Emergency numbers**

Smell gas? Gas leak? Call 0800 111 999 open 24/7

Power cut? Call FREEPHONE 105 open 24/7

**Speech or hearing impaired customers**

Text relay: put 18001 in front of the phone number

FXRB

K

Mr Krish Lakshmpathy  
 5 Primrose Gardens  
 Ruislip  
 Middlesex  
 HA4 6TY

**Account no:****0165 0471 8530****Any questions?** **Search E.ON help** **0333 202 4856**

Mon to Fri 8am to 8pm and Sat 8am to 6pm.

20 July 2020

# First electricity statement

For electricity at 5a Primrose Gardens Ruislip HA4 6TY

CR= credit

How much you have paid	£94.00 CR
£47.00 CR on 15 Jun 20 £47.00 CR on 15 Jul 20	
Electricity charges - see back for info	£24.65
VAT at 5% on energy used	£1.23

**Your credit balance is****£68.12 CR**

You don't need to do anything - we'll write to you if you're due a refund. If we've not refunded your credit balance, we'll carry this over to your next statement.

We've made a quick check of your Direct Debit using your current prices, balance and previous usage. We've calculated that your Direct Debit is too high, and you may have a credit balance at your Annual Review.

We haven't made changes to your payment this time but stay on track with your Direct Debit on the App or go online at [eonenergy.com/login](http://eonenergy.com/login).

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**Could you pay less?****Your Personal Projections****Electricity**

Electricity £168.53 for the next 12 months

Based on your current tariff until it ends and then our E.ON EnergyPlan prices. Includes any discounts and VAT at 5%.

You're already on our cheapest tariff -  
**-Fix Online Exclusive v36**

**You can only sign up to our Fix Online tariff at [eonenergy.com](http://eonenergy.com)** We'll tell you if you could save money again on every bill. We may withdraw our fixed price tariffs from sale at any time without warning, so savings shown above may no longer be available. Savings are calculated by comparing the personal projection above with 12 months on our cheapest tariff for you. Calculations are based on your use over the past 12 months. Includes VAT at 5%. Remember - if you switch tariffs, your terms and conditions may change significantly. E.ON EnergyPlan prices may change at any time. More information about your tariff can be found in the 'About your tariff' section. You may also benefit from changing your energy supplier.

**About your tariff.** Ofgem has a Confidence Code for online price comparison sites to make sure you get accurate and unbiased comparisons. You can find it at [ofgem.gov.uk](http://ofgem.gov.uk). You can use the information below to compare your tariff with other tariffs

## Other ways to get in touch

Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NG1 6WR.

**Moving home?** Please read your meter, then search E.ON move or call us on **0345 303 3020**

**Bereavement Support Team** Our dedicated team of advisers are here to help on **0333 202 4841**

## Your electricity tariff

**Name** Fix Online Exclusive v36

**Paying by** Fixed Monthly Direct Debit

**Tariff ends** 10 May 2021

**Exit fee** £30 (only applies if you leave more than 49 days before your tariff ends)

**Estimated use in the last 12 months**

Total 779 kWh

For electricity at 5a Primrose Gardens Ruislip HA4 6TY

## Meter readings

Key **C**= customer **A**= actual **E**= estimate

## Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
11 May 20 to 20 Jul 20	Z18N258596	05013C	05137C	Normal	124

## How much energy you have used

## Electricity charges

Fix Online Exclusive v36 ends 10 May 2021

Usage charges	£17.65
11 May 2020 to 20 Jul 2020 Normal 124 at 14.237p each	£17.65
Standing charges	£7.00
11 May 2020 to 19 Jul 2020 70 days at 9.999p	£7.00

If you pay by Direct Debit, you can stop paying this way at any time, but any unit rates and standing charge will increase. We will notify you of your new prices before this happens, or to find out more go to [eonenergy.com/dd](http://eonenergy.com/dd) or contact us.

Total electricity charges (excluding any discounts and VAT) **£24.65**

## Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meter, or if you're struggling to pay for the energy you use. This is a free, independent and impartial service. Visit [citizensadvice.org/energy](http://citizensadvice.org/energy) or call 03454 040506.

## Extra help when you need it most

Our **Priority Services Register** offers a range of helpful services at no extra cost to you. So if you're of pensionable age, have a disability or are chronically sick, search **E.ON PSR** or call **0333 202 4760** and let's see if we can help.

## Unhappy with our service?

We're sorry and we'd like to put it right. You can contact us in 3 ways:

Email via [eonenergy.com/contact](http://eonenergy.com/contact) write to Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR or phone: **0333 202 4856**. We'll always try to resolve things straight away, but we'll let you know if we can't. If we've not sorted out your complaint within 8 weeks, we'll write to let you know. You can then pass your complaint to Ombudsman Services: Energy on **0330 440 1624**, email: [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org), visit:

[www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy) or write to: **PO Box 966, Warrington WA4 9DF** This is a free, independent and impartial service. Any decision reached by the Ombudsman that you accept is binding on us, but not on you. For more information, search **E.ON complaint**

## Supply details

**Electricity supply number:**

S	01	801	003
10	5000	1711	067

**Electricity distributor** UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA

## Electricity source

This table includes both residential and small business figures from 1 April 2018 to 31 March 2019.

From 9 July 2019, all our residential customers get 100% renewable electricity as standard.

Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%) <sup>*</sup>
Coal	7.1	7.3	5.2
Natural Gas	48.3	49.5	41.4
Nuclear	14.5	14.9	18.7
Renewable	27.0	25.2	32.8
Other	3.1	3.1	1.9
Totals	100	100	100

For more information search [E.ON fuel mix](http://eonenergy.com/fuelmix)

<sup>\*</sup> Data sourced from [www.gov.uk/government/publications/fuel-mix-disclosure-data-table](http://www.gov.uk/government/publications/fuel-mix-disclosure-data-table)

E.ON Energy Solutions Limited is part of the E.ON SE Group



## Help when you need it

If you, or someone you care for are struggling to pay an energy bill, call us on **0345 301 5882** as soon as possible. We can talk about the ways we can help.

## Your QR Code



There's no information included within this code that isn't already on your bill. It gives you a quick way to look at your annual energy use and current tariff on your smartphone, and share this with a chosen third parties, such as an advice centre or comparison service.

## Glossary

**kWh or kilowatt-hour** -This is how we measure energy. For 1 kWh you can use a kettle ten times or use a laptop for 48 hours. Some suppliers call this a 'unit'.

**Standing charge** - This is a fixed daily amount you pay your supplier. It covers things like maintenance and meter reading, which need to carry on even if you don't use any energy at all.

**Tariff** - This is what we call the package of charges and conditions you sign up for.

