

**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

Scan this using apps  
from price comparison  
websites to see if you're  
on the best deal for you.



**Account no:**  
**0165 0471 8530**

**Any questions?**

**Search E.ON help**

**0345 052 0000**

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

25 March 2021

## Revised statement

For electricity at 5a Primrose Gardens Ruislip HA4 6TY

CR= credit

Balance on last statement - 14 Mar 2021	£119.19
Your payment on 15 Mar 2021 - thanks	£15.00 CR
Electricity charges - see back for info	£11.49
VAT at 5% on energy used	£0.57

**Your new balance is****£116.25**

We'll carry this balance onto 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 low, and you may have a debit 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 £507.08 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 could save £47.48 by switching to:**

- Fix Again 15 Months v8

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

## Support you in the right way

If you or a member of your household is entering retirement, has medical needs a mental health condition or you're facing financial difficulty our Priority Services Register offers a range of free services that could help you. Search [E.ON PSR](#) or call 0333 202 4760 If you've already told us, you only need to get in touch if things have changed.



Name Fix Online Exclusive v36

Paying by Fixed Monthly Direct Debit

Tariff ends 31 March 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 2,312 kWh

For electricity at 5a Primrose Gardens Ruislip HA4 6TY

## Your electricity tariff

### Meter readings

Key C= customer A= actual E= estimate

### Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
14 Mar 21 to 25 Mar 21	Z18N258596	06926 C	06999 C	Normal	73

### How much energy you have used

### Electricity charges

Fix Online Exclusive v36 ends 31 Mar 2021

Usage charges	£10.39
14 Mar 2021 to 25 Mar 2021 Normal 73 at 14.237p each	£10.39
Standing charges	£1.10
14 Mar 2021 to 24 Mar 2021 11 days at 9.999p	£1.10

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) £11.49

### 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

### Get help with an energy problem

For free, independent and impartial advice, contact the Citizens Advice for help with your bills or meters, or if you're struggling to pay.

Visit [citizensadvice.org/energy](http://citizensadvice.org/energy) or call 0808 223 1133

### Unhappy with our service?

Get in touch and let's put it right for you:

Email: [eonenergy.com/contact](http://eonenergy.com/contact) write: Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR or call: 0345 052 0000

If we can't fix it right away and it takes longer than eight weeks, we'll let you know. After this, you can pass your complaint to the Ombudsman Services, this is a free, independent and impartial service and their decision is binding on us not you. Contact them on: 0330 440 1624 email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org) visit:

[www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy) write to: PO Box 966, Warrington WA4 9DF 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 2019 to 31 March 2020.

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	2.6	3.7	3.9
Natural Gas	30.5	42.2	39.4
Nuclear	3.5	4.8	16.6
Renewable	61.2	46.3	37.9
Other	2.2	3	2.2
Totals	100	100	100

For more information search E.ON fuel mix

<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