



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

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.

FXRB



Mr Krish Lakshmipathy
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.



14 March 2021

Revised statement

For electricity at 5a Primrose Gardens Ruislip HA4 6TY

CR= credit

Credit balance from your last statement - 27 Feb 2021	£8.70 CR
Electricity charges - see back for info	£121.80
VAT at 5% on energy used	£6.09

Your new balance is

£119.19



**100%
renewable
electricity**

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.

Could you pay less?



Your Personal Projections

Electricity £516.00 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%.



Electricity


You could save £49.21 by switching to:

• Fix Again 15 Months v7

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.**

To get a large print, Braille or talking bill call 0800 051 2193

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. You can use the information below to compare your tariff with other tariffs




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 2,384 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
27 Feb 21 to 14 Mar 21	Z18N258596	06081 E	06926 C	Normal	845

How much energy you have used



Electricity charges					
Fix Online Exclusive v36			ends 10 May 2021		
Usage charges					£120.30
27 Feb 2021 to 14 Mar 2021 Normal 845 at 14.237p each					£120.30
Standing charges					£1.50
27 Feb 2021 to 13 Mar 2021 15 days at 9.999p					£1.50
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 or contact us.					

Total electricity charges (excluding any discounts and VAT)	£121.80
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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.

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 or call **0808 223 1133**

Unhappy with our service?

Get in touch and let's put it right for you:
Email: 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 visit: 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 (%)*
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**
* Data sourced from www.gov.uk/government/publications/fuel-mix-disclosure-data-table
E.ON Energy Solutions Limited is part of the E.ON SE Group