



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 Lakshmiopathy
5 Primrose Gardens
Ruislip
Middlesex
HA4 6TY

30 October 2020

Electricity statement - estimated

Please give us your actual readings at eonenergy.com/readings

For electricity at 5a Primrose Gardens Ruislip HA4 6TY

CR= credit

Credit balance from your last statement - 26 Jul 2020	£64.50 CR
How much you have paid	£45.00 CR
£15.00 CR on 17 Aug 20 £15.00 CR on 15 Sep 20 £15.00 CR on 15 Oct 20	
Electricity charges - see back for info	£58.86
VAT at 5% on energy used	£2.94

Your credit balance is £47.70 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 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.

Could you pay less?



Your Personal Projections

Electricity £282.95 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're already on our cheapest tariff -
-Fix Online Exclusive v36**

You can only sign up to our Fix Online tariff at 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 estimated use. 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 1,384 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
26 Jul 20 to 30 Oct 20	Z18N258596	05157 C	05503 E	Normal	346

How much energy you have used

Electricity charges

Fix Online Exclusive v36 ends 10 May 2021

Usage charges	£49.26
26 Jul 2020 to 30 Oct 2020 Normal 346 at 14.237p each	£49.26
Standing charges	£9.60
26 Jul 2020 to 29 Oct 2020 96 days at 9.999p	£9.60
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) **£58.86**

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** or 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: osenquiries@os-energy.org
visit: ombudsmanservices.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



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. However, it gives you a quick way to look at your annual energy use and current tariff on your smartphone. You can share this with 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.

