



Date of bill  
7 October 2015

Tax invoice number  
H120FE9DE2  
VAT registration number  
559 0978 89

Want to talk?

Call us on  
**0345 055 0065**

Monday to Friday 8.00am to 6.00pm

Email us on  
business@eonenergy.com

Your account number  
**0146 2307 5310**

FXRB



STANLEY BUTCHER AND SONS LTD T A SOLENT  
PLASTICS  
Stanley House  
Unit 21 Romsey Industrial Estate Grea  
Romsey  
Hampshire  
SO51 0HR

#### Electricity bill

For electricity supplied to Stanley House, Unit 21 Romsey Industrial Estate,  
SO51 0HR

We have read your meter

Latest electricity reading **012214** read by us on 6 October 2015.

Your bill is £129.14

What this means Payment will be taken by Direct Debit on 21 October 2015.



Important information about  
your plan

You can find all important dates and  
information, including renewal of  
fixed plans, in the 'About your plan'  
section of your bill.

Where our electricity comes from

Electricity source			
Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)
Coal	38.6	33.9	26.7
Natural Gas	36.2	31.7	29.7
Nuclear	14.2	12.4	22.2
Renewable	4.7	16.5	19.3
Other	6.3	5.5	2.1
Totals	100.0	100.0	100.0

For more information on the environmental impact of your electricity supply go to [eonenergy.com/businessfuelmix](http://eonenergy.com/businessfuelmix)  
E.ON Energy Solutions Limited is part of the E.ON SE Group  
Data year: 1 April 2014 to 31 March 2015

About your plan	
Plan name	Fixed Price Business Electricity Plan Connect 2 Year Baserate
End date	14 November 2016
Notice date	15 October 2016 - this is the latest date you can tell us you want to cancel your contract when your plan ends.

## Account balance and payments

3 September 2015	Account balance from your last bill	£76.36
17 September 2015	Payment received - thank you	£76.36 CR
Account balance brought forward		£0.00

## Charges, discounts and VAT

Fixed Price Business Electricity Plan Connect 2 Year Baserate

Meter readings				A = actual E = estimate
Period	Meter no.	Previous	Present Rate	Kilowatt-hours used
03 Sep 15 to 06 Oct 15	K13C04552	011161 E	012214 A Normal	1053

Charges		
Normal	1053 kWh at 11.320p each	£119.20
Standing Charge	33 days at 27.000p per day	£8.91
Monthly Variable Direct Debit Discount		£5.12 CR
Sub total of charges before VAT		£122.99
VAT @ 5.0% on £122.99		£6.15
Total charges including VAT		£129.14

Your bill is **£129.14**

**Changes to the Climate Change Levy (CCL)** From 1 April 2015, the Government increased the Climate Change Levy (CCL) rate to 0.554p/kWh for electricity and 0.193p/kWh for gas. The CCL and the CCL Equivalent Charge are charged at the same rate. This means that for any energy used where the CCL or the CCL Equivalent Charge applies, it will be charged for at the new rate.

If you pay a CCL Equivalent Charge you don't have to pay the CCL as well. If your circumstances change we may need to switch you back so that the CCL is paid. We would need to do this if you:

- move to a domestic product or tariff
- switch to Smart Pay As You Go or Half Hourly metering
- apply for full or partial VAT Declaration, or a CCL Exemption form.

If the switch happens in the middle of a billing period you will see the change on your bill. Where you are charged the CCL Equivalent Charge, it's our intention to supply you with electricity certified as from a renewable source under CCL legislation.

Key

CR = credit amount

## Managing your account online is quick and easy

Nearly 30,000 of our business customers are already benefiting from access to their account 24/7 - where they can get meter reading reminders, provide readings, manage their Direct Debit and much more. To find out more visit [eonenergy.com/smeregister](http://eonenergy.com/smeregister)

## Contacting us

Go to [eonenergy.com](http://eonenergy.com) to find FAQs.

Write to Business Customer Service, E.ON Energy Solutions Ltd, PO Box 2010, NG1 9GQ

Minicom 0800 056 6560 textphone suitable for deaf customers.

Moving premises? 0345 301 4881

You can read your meter up to five days before you move.

## Emergencies

Power cut? 08457 708 090 open 24/7

Smell gas? 0800 111 999 open 24/7

## Do you have a complaint?

Contact us: we care about putting it right.

### Resolving your complaint

Phone 0345 055 0065, email via [eonenergy.com/businesscontact](mailto:eonenergy.com/businesscontact), or write to E.ON Energy Solutions Ltd, PO Box 2010, NG1 9GQ.

We resolve most complaints immediately.

If we can't, we'll connect you with our Resolution Team. We aim to resolve eight out of ten complaints within two days.

### Reviewing your complaint

If you aren't satisfied, we'll review your case and decide whether we should do anything differently.

### Free of charge independent help

You can refer your complaint to the Ombudsman if we've not resolved your complaint within 8 weeks (or we've sent you a deadlock letter) and your business meets certain criteria, details of which can be found at

[eonenergy.com/ombudsman](http://eonenergy.com/ombudsman). You can contact Ombudsman Services: Energy on 0330 440 1624, [enquiries@os-energy.org](mailto:enquiries@os-energy.org) or [www.os-energy.org](http://www.os-energy.org), PO Box 966, Warrington, WA4 9DF. Their decision is legally binding on us, not on you.

All Brokers who sell our products work to a code of practice which sets out the standards of service you can expect from them. Details of the code and its operation can be found at [www.tpicodeofpractice.co.uk](http://www.tpicodeofpractice.co.uk).

To see our Billing Standards for SME and Micro-Enterprise customers, go to [eonenergy.com/smebillingstandards](http://eonenergy.com/smebillingstandards).

## Your supply details

Electricity supply number

S	03	801	126
	20	0005	5932 673

Your electricity distributor is: Southern Electric, Customer Service Centre, PO Box 6009, Winchester Road, Basingstoke, RG21 8ZD

### E.ON Energy Solutions Limited

Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG. Registered in England & Wales, No: 3407430.

Good business means using no more than you need...

Energy can be one of the biggest overheads for a business so we're going all out to help you reduce energy waste and improve your bottom line.

See how your energy use stacks up at: [eonenergy.com/energysave](http://eonenergy.com/energysave)