



Date of statement
7 October 2017

Tax invoice number
H14F9A555E
VAT registration number
559 0978 89

Want to talk?

Call us on
0345 366 5974

We're open Monday to Friday 8.00am to 6.00pm

Email us on
business@eonenergy.com

Your account number
0129 8682 5980

FXRB



Waysen (UK) Ltd
167 Commercial Road
E1 2DA

Electricity statement

For electricity supplied to 167 Commercial Road, E1 2DA

We have read your meter

Latest electricity reading 03490 read by us on 7 October 2017.

Your account balance is £177.57 in credit

What this means As you pay by Direct Debit, we will carry your balance forward to your next statement. We regularly review how much you are paying to make sure it is the right amount and will let you know if it needs to change.

VAT on this statement The sub-total of charges before VAT was £373.81, on which VAT of £18.69 was charged at 5.0%.



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	13.5	12.0	8.5
Natural Gas	41.4	36.8	44.1
Nuclear	11.3	10.1	21.0
Renewable	29.4	37.2	24.2
Other	4.4	3.9	2.2
Total	100.0	100.0	100.0

For more information on the environmental impact of your electricity supply go to eonenergy.com/businessfuelmix

*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
Data year: 1 April 2016 to 31 March 2017

About your plan

Plan name	Fixed Price Business Electricity Plan Connect - 3 Year Baserate
End date	31 March 2020
Notice date	1 March 2020 - this is the latest date you can tell us you want to cancel your contract when your plan ends.

Account balance and payments

6 July 2017	Account balance from your last statement	£33.07 CR
25 July 2017	Payment received - thank you	£179.00 CR
25 August 2017	Payment received - thank you	£179.00 CR
25 September 2017	Payment received - thank you	£179.00 CR
Account balance brought forward		£570.07 CR

Charges, discounts and VAT

Fixed Price Business Electricity Plan Connect - 3 Year Baserate

Meter readings					A = actual
Period	Meter no.	Previous	Present	Rate	Kilowatt-hours used
06 Jul 17 to 07 Oct 17	16P2248912	00703 A	03490 A	Normal	2787
Charges					
Normal	2787 kWh at 13.570p each				£378.20
Standing Charge	93 days at 27.000p per day				£25.11
Discount					£29.50 CR
Sub total of charges before VAT					£373.81
VAT @ 5.0% on £373.81					£18.69
Total charges including VAT					£392.50
Credit balance					£177.57 CR

Changes to the Climate Change Levy (CCL) From 1 April 2017, the Government increased the Climate Change Levy (CCL) rate to 0.568p/kWh for electricity and 0.198p/kWh for gas. This means that for any energy used where the CCL applies, it will be charged for at the new rate.

Key
CR = credit amount

Contacting us

Go to eonenergy.com to find FAQs.

Write to E.ON Smart, PO Box 10148, Nottingham, NG8 9JN

Minicom 0800 056 6560 textphone suitable for deaf customers.

Moving premises? 0345 366 5977

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

Emergencies

Power cut? FREEPHONE 105 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 366 5979, email via 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 and advice

To 'Know Your Rights' and for free, confidential and impartial advice visit citizensadvice.org.uk/energy. You can also call the Citizens Advice consumer helpline on 0345 404 0506.

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. You can contact Ombudsman Services: Energy on 0330 440 1624, enquiries@os-energy.org or www.ombudsman-services.org/energy 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.

To see our Billing Standards for SME and Micro-Enterprise customers, go to eonenergy.com/smebillingstandards.

Your supply details

Electricity supply number:

S	03	801	952
	12	0003	3061 384

Your electricity distributor is: UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA

E.ON Energy Solutions Limited

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