



Date of bill  
4 October 2017

Tax invoice number  
H14F6E69FE  
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  
**0155 8182 4700**

FXRB E **WINDOWS 4 YOU LLP**  
Unit 6  
Dalewood Road  
Lymedale Business Park  
Newcastle  
Staffordshire  
ST5 9QH

# Electricity bill

For electricity supplied to Unit 6, Dalewood Road, Lymedale Business Park, Newcastle, ST5 9QH

## We have read your meter

Latest electricity reading 149725 read by us on 4 October 2017.

# Please pay £112.74

Please pay **now** using the payment slip below. Alternatively, you can find details of our other payment methods on the back of this bill.



**Important information about your plan**

You can find all important information about your plan 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](http://eonenergy.com/businessfuelmix)

\*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  
Data year: 1 April 2016 to 31 March 2017



Trans cash

E.ON

bank giro credit



Printed by Vertex Billing Services, 01925 465001

158  
288  
24

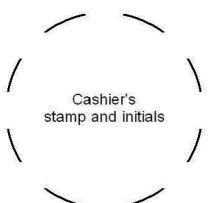
Reference  
015581824700 995

Credit account number  
157 8464

Amount due  
(No fee payable at PO counter)

**£ 112.74**

Cheques payable to POST OFFICE LTD



6331260155818247009

NatWest Collection A/C, E.ON Energy Solutions Limited

57-84-64

Please do not write below this line or fold this payment slip

Signature \_\_\_\_\_

Date \_\_\_\_\_

Cash	
Cheque	
£	

**About your plan**

**Plan name** Variable Deemed Electricity Prices - Baserate  
 For a copy of our Deemed terms and conditions go to [eonenergy.com/smeterms](http://eonenergy.com/smeterms) or give us a call.  
 Did you know our fixed prices are generally cheaper? If you'd like the peace of mind of fixed prices for a year or longer, call us now on 0345 301 4881 to find out about the plans we can offer you.

**Account balance and payments**

12 September 2017	Account balance from your last bill	£26.15
	Account balance brought forward	£26.15

**Charges, discounts and VAT**

Variable Deemed Electricity Prices - Baserate plan

Meter readings		A = actual E = estimate		
Period	Meter no.	Previous	Present Rate	Kilowatt-hours used
12 Sep 17 to 04 Oct 17	K83G72313	149377 E	149725 A Normal	348
Charges				
Normal	348 kWh at 18.450p each		£64.21	
Standing Charge	22 days at 83.000p per day		£18.26	
Sub total of charges before VAT			£82.47	
VAT @ 5.0% on £82.47			£4.12	
Total charges including VAT			£86.59	
Please pay			£112.74	

**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.

**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?** 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 055 0065, email via [eonenergy.com/businesscontact](http://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](http://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](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.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy) PO Box 966, Warrington, WA4 9DF. Their decision is legally binding on us, not on you.

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	802	007
	14	1876	3503 000

Your electricity distributor is: Western Power Distribution West Mid plc, Pegasus Business Park, Heard Way, Near East Midlands Airport, Castle Donnington, DE74 2TU

**E.ON Energy Solutions Limited**  
 Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG. Registered in England & Wales, No: 3407430.

**How to pay**

**At a bank** Pay by cash or cheque at your bank or at Natwest (other banks may charge). Make cheques out to 'E.ON' and write '0155 8182 4700' (your account number) on the back.

**Telephone/internet banking** You will need to tell your bank: our bank sort code '60-80-09', our bank account number '36166103' and your E.ON account number '0155 8182 4700'.

**By debit or credit card** Call us on 0345 055 0065. If you pay by credit card, we'll charge you a 0.36% handling fee on the amount you pay.

**By post** Make cheques out to 'E.ON' and write '0155 8182 4700' (your account number) on the back. Post cheques with this slip to E.ON, PO Box 123, Nottingham, NG1 6HD.

**You can also pay**

- 1 at any Payzone outlet
- 2 by cash at any PayPoint outlet
- 3 by cash or cheque at any Post Office.