



Any questions?

Go to eonenergy.com/help

Call 0345 052 0000

Mon to Fri 8am to 8pm and Sat 8am to 6pm.
For training purposes, we may record calls sometimes.

Your account number 0162 4098 3380

Scan this using apps from price comparison websites to see if you're on the best deal for you.



FXRB

A

Mr Colin Wareham
Flat 4
51 Princess Road
Poole
Dorset
BH12 1BG

Revised statement

Before this statement

Credit balance from your last statement - 26 Nov 2019	£8.12 CR
Your payment on 2 Dec 2019 - thanks	£50.84 CR

On this statement

Electricity and gas charges - see back for info	£12.08
VAT at 5% on £12.08	£0.60

Your credit balance is **£46.28 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've made a quick check of your Direct Debit using your current prices, balance and previous usage.

We've calculated that your Direct Debit doesn't need to change.

We'll check your payment again in a few months' time, but if you'd like to talk about your Direct Debit before then call us on 0345 052 0000.

Want to switch your tariff?

Go to eonenergy.com/bestdeal
Or call us on 0345 052 0000

Could you pay less?

Your personal projections

Electricity £281.18 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%.

Gas £331.93 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

Based on your current choices you could
save £1.73 by switching to:
· Fix Online v33

You could save £1.73 by switching to:
· Fix Online v33

Gas

You could save £2.79 by switching to:
· Fix Online v33

If you sign up to Fix Online we'll contact you to offer a free smart meter installation, if you're eligible. You can only sign up for this 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 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. Remember - it might be worth thinking about switching your tariff or supplier. 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

About your tariff	You can use this info to compare your tariff with other tariffs
Electricity	Gas
Name Fix Online Exclusive v4 Paying by Fixed Monthly Direct Debit Tariff ends 08 July 2020 Exit fee £30 (only applies if you leave more than 49 days before your tariff ends) Estimated use in the last 12 months Total 1,404 kWh	Name Fix Online Exclusive v4 Paying by Fixed Monthly Direct Debit Tariff ends 08 July 2020 Exit fee £30 (only applies if you leave more than 49 days before your tariff ends) Estimated use in the last 12 months Total 7,519 kWh

For electricity and gas at Flat 4 51 Princess Road Poole BH12 1BG

Meter readings

A = actual C = customer E = estimate

Electricity readings					
Period	Meter no.	Previous	Present	Rate	kilowatt hours
6 Aug 19 to 15 Dec 19	14K0000970	08053 A	08543 C	Normal	490

Gas readings					
How do we work out your gas? See below					
Period	Meter no.	Previous	Present	Units used	kilowatt hours
26 Nov 19 to 15 Dec 19	G4KS000008140	04161 E	04206 C	45 m ³	501
*45 units x 1.02264 (conversion factor) x 39.2 (calorific value) = 3.6 (to get kilowatt hours) = 501 kWh					
We measure the gas you use in cubic metres, but like all suppliers we charge for gas in kilowatt hours. You can find the calculation we use to do this below your readings - all gas suppliers use the same calculation. To find out more, go to eonenergy.com/gascalculatoin					

The details

CR = credit

Previous electricity charges	
Previous charges from bill on 26 Nov 2019 for 6 Aug 2019 to 26 Nov 2019	£87.23 CR
Revised electricity charges	
Fix Online Exclusive v4 ends 8 Jul 2020	
Usage charges	£68.36
06 Aug 2019 to 15 Dec 2019 Normal 490 at 13.95p each	£68.36
Standing charges	£13.10
06 Aug 2019 to 14 Dec 2019 131 days at 10.0p	£13.10
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.	
Gas charges	
Fix Online Exclusive v4 ends 8 Jul 2020	
Usage charges	£15.95
26 Nov 2019 to 15 Dec 2019 Gas 501 at 3.184p each	£15.95
Standing charges	£1.90
26 Nov 2019 to 14 Dec 2019 19 days at 10.0p	£1.90
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 charges	
Total electricity and gas charges (excluding any discounts and VAT)	£12.08

Electricity source

This table includes both residential and small business figures from 1 April 2018 to 31 March 2019. 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	7.1	7.3	5.2
Natural Gas	48.3	49.5	41.4
Nuclear	14.5	14.9	18.7
Renewable	27.0	25.2	32.8
Other	3.1	3.1	1.9
Totals	100	100	100

For more information go to eonenergy.com/About-eon/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

Other ways to get in touch

Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NG1 6WR.
Deaf and hard of hearing customers
Sign online: eonenergy.com/bsl
Minicom 0800 056 6560
Moving home? Please read your meter, then go to eonenergy.com/moving or call us on 0345 303 3020
Bereavement Support Team: Our dedicated team of advisers are here to help on 0333 202 4841.

Emergencies

Power cut? Call FREEPHONE 105 - open 24/7
Smell gas? Call 0800 111 999 - open 24/7

Supply details

Electricity supply number:

S	01	801	100
	20	0002	0984 959

Electricity distributor Southern Electric, Customer Service Centre, PO Box 6009, Winchester Road, Basingstoke, RG21 8ZD

Gas meter point reference: 8819222002

Gas distributor Please call us on 0345 052 0000 for your gas distributor details.

Independent help and advice

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

Unhappy with our service?

We're sorry and we'd like to put it right. You can contact us in 3 ways:

Email via eonenergy.com/contact, write to Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR or phone: 0345 052 0000.

We'll always try to resolve things straight away, but we'll let you know if we can't. If we've not sorted out your complaint within 8 weeks, we'll write to let you know. You can then pass your complaint to Ombudsman Services: Energy on 0330 440 1624, email osenquiries@os-energy.org, visit www.ombudsman-services.org or write to PO Box 966, Warrington WA4 9DF. This is a free, independent and impartial service. Any decision reached by the Ombudsman that you accept is binding on us, but not on you.

For more information, visit our complaints pages at eonenergy.com/standards