



Mr Saim Ali
13 LAINGS AVENUE
MITCHAM
SURREY
CR4 3EP
UNITED KINGDOM



Get in touch with us

eonnex.com/contact

hi@eonnex.com

Your account number:

A-BD520F85

Bill Reference: 97453261 (18th Feb. 2023)

Your energy account

for 13 Laings Avenue, Mitcham, Surrey, CR4 3EP.

18th Jan. 2023 - 17th Feb. 2023

On 18th Jan. 2023 your previous balance was £530.31 DR

1. We have charged you

Based on your meter readings.

Electricity	17th Jan. 2023 - 16th Feb. 2023	£331.06 DR
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2. We have credited you

HM Government Discount Energy Bills Support Scheme	£67.00 CR
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3. You have paid

Bank Transfer	19th Jan. 2023	£150.00 CR
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On 17th Feb. 2023 your new balance was £644.37 DR

As you have no Direct Debit in place, your balance is due for payment in 7 days. Ways to pay are shown on the last page of this bill.

Your estimated annual cost.

£1558.44 a year for electricity

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual bills will vary depending on your usage and tariff selection. More information about your current tariff is over the page.

Could you pay less?

Remember - it might be worth thinking about switching your tariff or supplier.


For your **electricity** (on meter point 1200038265010)

You could save **£151.42 a year** by switching to **Next Flex** (FLEXDIRECTDEBIT-21-07-20), our cheapest **variable** tariff for your **electricity** usage.

If you'd like to make the change, just drop us an email to hi@eonnex.com and we'll sort it for you. You won't ever incur charges for switching.

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

Your charges in detail

 Electricity	Supply number	S	1	801	1
			1200038265010		

Supply Address: 13 Laings Avenue, Mitcham, Surrey, CR4 3EP

Postcode area alpha identifier: D

Next Flex (17th January 2023 - 16th February 2023)

Energy Charges for Meter 17P0303782

17th Jan 2023	15382.4 Smart meter reading	
17th Feb 2023	16184.7 Smart meter reading	
Energy Used	802.3 kWh @ 69.73p/kWh	£559.38
Energy Price Guarantee	802.3 kWh @ 31.84p/kWh	-£255.44
Standing Charge	31 days @ 36.654p/day	£11.36

Subtotal of charges before VAT £315.30

VAT @ 5% £15.76

Total Electricity Charges £331.06

Other credits

1st Feb. 2023	HM Government Discount Energy Bills Support Scheme (VAT @ 0%)	-£67.00
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Subtotal of credits before VAT -£67.00

VAT @ 0% £0.00

Total of credits -£67.00

Total charges before VAT £248.30

Total VAT £15.76

Total charges for bill £264.06

Your electricity tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Next Flex
Product Type	Variable
Payment Method	On Receipt Of Bill
Unit Rate	69.726p/kWh
Standing Charge	36.654p/day (£133.79/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3564.5 kWh

Energy Bills Support Scheme

If you're eligible, you'll get the Government Energy Bills Support Scheme £400 non-repayable discount to help with higher energy bills. You'll see this as a monthly credit of £66 or £67 on your bills from October 2022 to March 2023.

Contacting us

Email: hi@eonnex.com

Facebook: [m.me/eonnex](https://www.facebook.com/m.me/eonnex)

Phone: 0808 501 5200

Speech or hearing impaired customers can put 18001 in front of our phone number to use text relay at no extra cost.

Trading office: Trinity House, 2 Burton Street, Nottingham, NG1 4BX

Advice and complaints

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. Calls are free and they're open Mon to Fri, 9am-5pm.

If you feel that our service has not met your expectations, please get in touch so we can put things right:

First: Contact our team.

Then: If an adviser is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

Finally: If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Ombudsman Service: Energy on 0330 440 1624 or www.ombudsman-services.org/sectors/energy. This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

How much did you use?

Your average electricity usage during this bill period was 25.88 kWh/day.

Looking for energy saving tips? Head over to eonnex.com/energy-efficiency to see the tried-and-trusted tips that work for us.

Ways to pay

Direct Debit

Paying by monthly Direct Debit helps you to keep on top of your energy payments. It's easy to set one up – just have your bank account details ready when you contact us and we'll sort it out.

Bank transfer

Pay us directly from your bank account. Our bank details:

Your payment reference	A-BD520F85
Account number	70257647
Sort Code	60 80 09

Credit or debit card

Make a one off payment online 24/7 at eonnex.com or pay by card over the phone weekdays 9am to 5pm. You can also pay by debit card at your local PayPoint, Payzone or Post Office with the barcode below.

Cash

You can pay by cash at your local PayPoint, Payzone or Post Office when you show this barcode, so we know to add the money to your account. Please don't send us cash through the post.



Cheque

Make your cheque payable to E.ON Next and write your E.ON Next account number (A-BD520F85) on the back then post it to E.ON Next, PO Box 10909, Nottingham, NG1 9NJ.