



Date 17 January 2017  
This is not a tax invoice

Your statement

The details

1 of 2

V9FSD1/56

### Any questions?

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

Call our UK call centres 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 0138 2067 9390

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



FXRB



Mr Philip Richards  
50 Tregunter Road  
London  
SW10 9LB

# Electricity and gas statement - estimated

If your actual readings are different to our estimates, go to [eonenergy.com/readings](http://eonenergy.com/readings) or call us on 0345 052 0000

For electricity and gas at Flat 1 54 Redcliffe Gardens London SW10 9HD

Before this statement £865.91 CR

Credit balance from your last statement - 27 Sep 2016 £253.91 CR

Your payments - thanks £612.00 CR

£153.00 CR on 05 Oct 16 £153.00 CR on 07 Nov 16 £153.00 CR on 05 Dec 16  
£153.00 CR on 05 Jan 17

On this statement £656.25

Electricity and gas charges - see back for info £633.76

Discounts £8.76 CR

Paperless Billing £2.92 CR and Dual Fuel Discount £5.84 CR

VAT at 5% on £625.00 £31.25

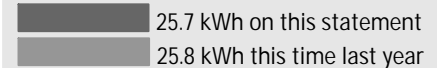
Your credit balance is £209.66 CR

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.

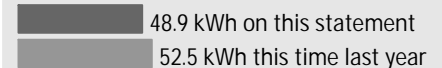
We regularly review how much you're paying to make sure it's the right amount and will let you know if it needs to change.

### Each day at a glance

#### Electricity You used



#### Gas You used



Electricity average for last year is based on actual reads.  
Gas average for last year is based on actual reads.

Want to switch your tariff?  
Go to [eonenergy.com/bestdeal](http://eonenergy.com/bestdeal)  
Or call us on 0345 052 0000

### Could you pay less?

#### Your personal projections

Electricity £1,137.42 for the next 12 months

Based on your current tariff. Includes your discounts and VAT at 5%.

Gas £560.56 for the next 12 months

Based on your current tariff. Includes your discounts and VAT at 5%.

#### Electricity

Based on your current choices, you are already on our cheapest tariff  
- E.ON EnergyPlan

You could save £42.89 by switching to:  
- E.ON Saver Fixed 1 Year v4

#### Gas

Based on your current choices, you are already on our cheapest tariff  
- E.ON EnergyPlan

You could save £113.87 by switching to:  
- E.ON Saver Fixed 1 Year v4

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 the 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. Electricity calculations based on your estimated use. Gas calculations based on your estimated use. 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 on page 2. Remember - it might be worth thinking about switching your tariff or supplier.

About your tariff	You can use this info to compare your tariff with other tariffs	
Electricity	Gas	
Name E.ON EnergyPlan	Name E.ON EnergyPlan	
Paying by Fixed Monthly Direct Debit	Paying by Fixed Monthly Direct Debit	
Tariff ends No end date	Tariff ends No end date	
Exit fee No exit fee if you switch supplier	Exit fee No exit fee if you switch supplier	
Estimated use in the last 12 months	Estimated use in the last 12 months	
Total 7,733 kWh	Total 12,671 kWh	

For electricity and gas at Flat 1 54 Redcliffe Gardens London SW10 9HD

## Meter readings

C = customer E = estimate

Electricity readings					
Period	Meter no.	Previous	Present	Rate	kilowatt hours
27 Sep 16 to 17 Jan 17	L70A 07236	21931 C	24807 E	Normal	2876
Gas readings					
How do we work out your gas? See below					
Period	Meter no.	Previous	Present	Units used	kilowatt hours
27 Sep 16 to 17 Jan 17	00346840	0637 C	0810 E	173 hcf	5480
•173 units X2.83 (to get cubic metres) X1.02264 (conversion factor) X39.4 (calorific value) ÷ 3.6 (to get kilowatt hours) = 5480 kWh•					
We measure the gas you use in cubic feet, 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 <a href="#">eonenergy.com/gascalculat</a> ion					

## The details

CR = credit

Electricity charges	
E.ON EnergyPlan	
27 Sep 16 to 17 Jan 17	£405.78
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Normal 2,876 kilowatt hours (kWh) used at 13.5p each	£388.26
Standing Charge - 112 days at 15.64p per day	£17.52
If you stop paying by fixed monthly Direct Debit, your electricity standing charge will go up by £33.36 (excluding VAT) a year	
Gas charges	
E.ON EnergyPlan	
27 Sep 16 to 17 Jan 17	£227.98
-----	
Gas 5,480 kilowatt hours (kWh) used at 3.734p each	£204.62
Standing Charge - 112 days at 20.86p per day	£23.36
If you stop paying by fixed monthly Direct Debit, your gas standing charge will go up by £33.36 (excluding VAT) a year	
Total charges	
Total electricity and gas charges (excluding discounts and VAT)	£633.76

About your TCR	
Electricity TCR	15.62p/kWh
Gas TCR	4.44p/kWh

You can use your TCR (Tariff Comparison Rate) as a guide to help you compare your tariff with others, from us or other suppliers. It's based on how you pay, your standing charge and unit rate, it includes your discounts and VAT at 5%. It's a guide only as it is based on Ofgem average use figures: electricity 3,100 kWh/year and gas 12,500 kWh/year. Your actual charges will depend on the energy you use. To find out about your tariff and how we work out TCRs, go to [eonenergy.com/TCR](#) or call us.

Other ways to get in touch
Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NG1 6WR. Minicom 0800 056 6560 textphone suitable for deaf customers. Moving home? Please read your meter, then go to <a href="#">eonenergy.com/moving</a> 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	902
	12	0003	7867 799

Electricity distributor UK Power Networks, Fore Hamlet,  
Ipswich, IP3 8AA

Gas meter point reference: 3316752703

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

Independent help and advice
To 'Know Your Rights' and for free, confidential and impartial advice visit <a href="#">citizensadvice.org.uk/energy</a> You can also call the Citizens Advice consumer helpline on 0345 404 0506.

Do you have a complaint?
Contact us because we're passionate about putting it right. Resolving your complaint. Phone: 0345 052 0000, email via <a href="#">eonenergy.com/contact</a> , or write to Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR. Our customer care team are trained to resolve most things straight away. If they can't, they'll connect you with our Resolution Team, who'll fix the problem. We aim to resolve nine out of ten complaints within two days. Reviewing your complaint. If you're not satisfied, you can ask for a review of your case. We'll look into how we've handled it and decide whether we should do anything differently. You can contact Citizens Advice consumer services mentioned above, at any point of the complaint process but if we've not resolved your complaint within 8 weeks or we've sent you a deadlock letter, you can contact Ombudsman Services: Energy on 0330 440 1624, email <a href="#">osenquiries@os-energy.org</a> , visit <a href="#">ombudsman-services.org/energy</a> or write to PO Box 966, Warrington WA4 9DF. This is an independent, free of charge service. Their decision is legally binding on us, but not on you.