**Get in touch with us**

eonnext.com/contact

hi@eonnext.com

Q

Farhad Babaee- Ghasemabadi
20 Inkerman Close
Bristol
Avon
BS7 0XU

**Your account number**: A-374314D8
**Bill reference**: 183402155
**Date**: 1 June 2024

# Your energy account.

20 Inkerman Close, Bristol, Avon, BS7 0XU

31 May 2024 - 31 May 2024

| | |
|---|---|
| **On 31 May 2024 your previous balance was** | £20.95 DR |

**We have charged you (VAT is included)**

| | | |
|---|---|---|
| Electricity (estimated) | 30 Apr 2024 - 9 May 2024 | £16.46 DR |
| Electricity | 10 May 2024 - 29 May 2024 | £27.64 DR |
| **On 31 May 2024 your new balance was** | | £65.05 DR |

**Good news** - you pay by monthly Direct Debit (DD) so you're getting cheaper prices than if you pay when you receive your bill, and your payments are up to date. 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.

**Remember**, if you cancel your DD your prices will increase.

**Your estimated cost for the year.**

**£538.40** a year for electricity

**£463.74** a year for gas

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 save money and pay less?**

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

For your **electricity** (on meter point 2200042042098)

Good news, you're already on our cheapest tariff. We'll let you know if this changes.

For your **gas** (on meter point 7631257509)

Good news, you're already on our cheapest tariff. We'll let you know if this changes.

## Your charges in detail.

**Electricity** Supply number

| S | 1 | 801 | 10 |
|---|---|---|---|
| | 2200042042098 | | |

**Supply address:**
20 Inkerman Close, Bristol, Avon, BS7 0XU

Next Flex (30th April 2024 - 9th May 2024)

| Electricity charges for meter D11W504441 | | |
|---|---|---|
| 30 Apr 2024 | 19708.7 Estimated reading | |
| 10 May 2024 | 19744.4 Estimated reading | |
| Electricity used | 35.7 kWh @ 24.268p/kWh | £8.66 |
| Standing charge | 10 days @ 70.153p/day | £7.02 |
| Subtotal of charges before VAT | | £15.68 |
| VAT @ 5% | | £0.78 |
| **Total electricity charges** | | **£16.46** |

**Electricity** Supply number

| S | 1 | 801 | 10 |
|---|---|---|---|
| | 2200042042098 | | |

**Supply address:**
20 Inkerman Close, Bristol, Avon, BS7 0XU

Next Fixed 12m v14 (10th May 2024 - 29th May 2024)

| Electricity charges for meter D11W504441 | | |
|---|---|---|
| 10 May 2024 | 19744.4 Estimated reading | |
| 30 May 2024 | 19812.0 Data collector reading | |
| Electricity used | 67.6 kWh @ 22.393p/kWh | £15.14 |
| Standing charge | 20 days @ 55.882p/day | £11.18 |
| Subtotal of charges before VAT | | £26.32 |
| VAT @ 5% | | £1.32 |
| **Total electricity charges** | | **£27.64** |

| | |
|---|---|
| Total charges before VAT | £42.00 |
| **Total VAT** | **£2.10** |
| **Total charges for bill** | **£44.10** |

## Your electricity tariff.

Prices don't include VAT unless stated.

**Electricity**

| | |
|---|---|
| **Tariff name** | Next Flex |
| **Product type** | Variable |
| **Payment method** | Non-Direct Debit |
| **Unit rate** | 24.268p/kWh |
| **Standing charge** | 70.153p/day (£256.06/year) |
| **Price guaranteed until** | 10 May 2024 |
| **Early exit fee** | None |
| **Estimated annual usage** | 1379.0 kWh |

## Your electricity tariff.

Prices don't include VAT unless stated.

**Electricity**

| | |
|---|---|
| **Tariff name** | Next Fixed 12m v14 |
| **Product type** | Fixed |
| **Payment method** | Direct Debit |
| **Unit rate** | 22.393p/kWh |
| **Standing charge** | 55.882p/day (£203.97/year) |
| **Price guaranteed until** | 10 May 2025 |
| **Early exit fee** | None |
| **Estimated annual usage** | 1379.0 kWh |

## We're here for you.

We welcome any questions and feedback, and are here to help you any way we can. Get in touch however suits you best:

**Facebook**: facebook.com/eonnext

**Twitter**: twitter.com/eon_next

**Email**: hi@eonnext.com

**Community**: community.eonnext.com

**Phone**: 0808 501 5200
Speech or hearing impaired customers can put 18001 in front of our phone number to use Relay UK at no extra cost.

**Post**: Trinity House, 2 Burton Street, Nottingham NG1 4BX

## How much energy did you use?

Your average electricity usage during this bill period was **3.44 kWh/day**.

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

## What to do in an emergency.

### If you're experiencing a power cut:

If your meter is sparking or on fire: **999**

For help and advice visit: **powercut105.com**

Help or advice from your local network operator: **105**

### If you smell gas or suspect a leak:

National Gas Emergency Line: **0800 111 999**

Visit **eonnext.com/emergencies** for more info on what to do in an emergency.

## Fuel mix.

This shows the fuel sources of the electricity we supply for both our domestic and business customers (we've also included the UK national average for comparison).

Visit **eonnext.com/fuel-mix** for more information.

| 1/4/22 - 31/3/23 | Coal | Gas | Nuclear | Renewable | Other | Total |
|---|---|---|---|---|---|---|
| E.ON Next | 0 | 0 | 0 | 100 | 0 | **100** |
| UK national average | 3.4 | 39.3 | 13.9 | 40.8 | 2.6 | **100** |

## Help and support.

We'll work with you if you're struggling to pay your energy bills. Visit **eonnext.com/paymenthelp** for help and support or get in touch with us. There are also some independent help and support options for you:

- **StepChange** offer independent debt help and advice at **stepchange.org** or call them on 0800 138 1111.
- **Citizens Advice** and **Citizens Advice Scotland** are the official source of free and independent energy advice and support at **citizensadvice.org.uk/energy** or call them on 0808 223 1133.
- If you're worried about how money can impact your mental health, talk to our charity partner **Mind** at **mind.org.uk** or call them on 0300 123 3393.

## Extra help for those who need it.

If someone in your home needs extra support because of a disability or long-term illness, or if there are people of pensionable age or children in your household - please let us know and we'll see what we can do to help.

You can sign up, update your current info or find out more about our Priority Services Register at **eonnext.com/psr**. Or get in touch and we'll sort this for you.

## If you're not happy, we're not happy.

**Why?** Because giving you the very best service we can is important to us. If something's not quite right, please tell us using the contact details opposite so we can fix it for you.

On the rare occasion we can't find a solution that works, we'll send you our final offer of resolution, which you can take to the Energy Ombudsman. You can get in touch with them at **energyombudsman.org**, by phone on 0330 440 1624, or by post at Energy Ombudsman, PO Box 966, Warrington, WA4 9DF.

Visit **eonnext.com/unhappy** for our complaints handling procedure or get in touch.