



Date 14 April 2016
This is not a tax invoice

Your statement

The details

1 of 2

V5F5D1/55/0226

Any questions?

Go to 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 0150 0371 7530

E.ON Reward Points balance

758

As of 01 Apr 16. To exchange your points online,
go to eonenergy.com/onlineexchange

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



FXRB



Mr AbdulMatheen Labeeb
18 Marigold Place
Conniburrow
Milton Keynes
Buckinghamshire
MK14 7AB

Electricity and gas statement

We'd like to change your Direct Debit - see below for details

Before this statement	£0.99
Balance on last statement - 31 Jan 2016	£204.99
Your payments - thanks	£204.00 CR
£68.00 CR on 01 Feb 16 £68.00 CR on 01 Mar 16 £68.00 CR on 01 Apr 16	
On this statement	£244.95
Electricity and gas charges - see back for info	£239.09
Discounts	£5.80 CR
Paperless Billing £1.94 CR and Dual Fuel Discount £3.86 CR	
VAT at 5% on £233.29	£11.66
Your new balance is	£245.94

We'll carry this balance onto your next statement.

We'd like to change your Direct Debit to £121.00

To make sure you're not paying too much or too little, we regularly review your payments.

Using your current prices, account balance and previous energy usage we've calculated that we'd like to change your monthly Direct Debit to £121.00. We'll start taking this on 1 June 2016 - you don't need to do anything.

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 £931.43 for the next 12 months
Based on your current tariff until it ends
and then our E.ON EnergyPlan prices.
Includes your discounts and VAT at 5%.

Gas £333.43 for the next 12 months
Based on your current tariff until it ends
and then our E.ON EnergyPlan prices.
Includes your discounts and VAT at 5%.

Electricity

You are already on our cheapest tariff
- E.ON MSE Fixed 1 Collective Sept 2015

Gas

You are already on our cheapest tariff
- E.ON MSE Fixed 1 Collective Sept 2015

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 use over the past 12 months. Gas calculations 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 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 MSE Fixed 1 Collective Sept 2015	Name E.ON MSE Fixed 1 Collective Sept 2015	
Paying by Fixed Monthly Direct Debit	Paying by Fixed Monthly Direct Debit	
Tariff ends 30 September 2016	Tariff ends 30 September 2016	
Exit fee £30 - if you switch supplier before this tariff ends	Exit fee £30 - if you switch supplier before this tariff ends	
Estimated use in the last 12 months	Estimated use in the last 12 months	
Total 7,528 kWh	Total 7,764 kWh	

For 18 Marigold Place Conniburrow Milton Keynes MK14 7AB

Meter readings

C = customer

Electricity readings					
Period	Meter no.	Previous	Present	Rate	kilowatt hours
31 Jan 16 to 14 Apr 16	Y30FB18295	94871 C	96481 C	Normal	1610
Gas readings					
How do we work out your gas? See below					
Period	Meter no.	Previous	Present	Units used	kilowatt hours
31 Jan 16 to 14 Apr 16	G4A00250540801	16310 C	16531 C	221 m³	2467
-221 units x 1.02264 (conversion factor) x 39.3 (calorific value) ÷ 3.6 (to get kilowatt hours) = 2467 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/gascalculaton					

The details

CR = credit

Electricity charges	
E.ON MSE Fixed 1 Collective Sept 2015	ends 30 Sep 2016
31 Jan 16 to 14 Apr 16	£156.47
Normal 1,610 kilowatt hours (kWh) used at 9.0p each	£144.90
Standing Charge - 74 days at 15.64p per day	£11.57
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 MSE Fixed 1 Collective Sept 2015	ends 30 Sep 2016
31 Jan 16 to 14 Apr 16	£82.62
Gas 2,467 kilowatt hours (kWh) used at 2.723p each	£67.18
Standing Charge - 74 days at 20.86p per day	£15.44
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)	£239.09

About your TCR	
Electricity TCR	10.90p/kWh
Gas TCR	3.38p/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 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 0800 056 8090 - open 24/7
Smell gas? Call 0800 111 999 - open 24/7

Supply details

Electricity supply number:

S	01	801	001
	11	0001	5228 675

Electricity distributor Western Power Distribution East Mid plc, Customer Operations, Herald Way, Pegasus Business Park, East Midlands Airport, Castle Donington, DE74 2TU

Gas meter point reference: 4015210300

Gas distributor Please call us on the number on the front of this bill for your gas distributor details.

Independent help and advice
To 'Know Your Rights' and for free, confidential and impartial advice visit citizensadvice.org.uk/energy 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 eonenergy.com/contact , 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 osenquiries@os-energy.org , visit ombudsman-services.org/energy 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.