

Robert Baptie and Jonalyn Dolendo
23 BROOKSIDE
BURBAGE
HINCKLEY
LEICESTERSHIRE
LE10 2TG

Your account number: A-2BCD4EBB

Bill reference: 196295949

Date: 13 September 2024

Your energy account.

23 Brookside, Burbage, Hinckley, Leicestershire, LE10 2TG

13 Aug 2024 - 12 Sep 2024



On 13 Aug 2024 your previous balance was

£38.48 DR

We have charged you (VAT is included)

Electricity	12 Aug 2024 - 11 Sep 2024	£47.53 DR
Gas	12 Aug 2024 - 11 Sep 2024	£9.18 DR

We have credited you

Customer service gesture	£38.48 CR
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You have paid

Direct Debit collection	15 Aug 2024	£51.01 CR
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On 12 Sep 2024 your new balance was

£5.70 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.

£566.85 a year for electricity

£124.51 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 1100018496625)

Our **cheapest tariff overall** is **Next Pledge Tracker 12m v5** - you could save **£1.99** a year by switching to this.

For your **gas** (on meter point 2435222107)

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

Paying by Direct Debit is cheaper than if you pay when you get your bill. For our cheapest tariffs you may need to change your meter or the way you pay.

Your charges in detail.

⚡ Electricity	Supply number	S	2	811	3
		1100018496625			

Supply address:
23 Brookside, Burbage, Hinckley, Leicestershire, LE10 2TG

Next Assured Fixed 15m v1 (12th August 2024 - 11th September 2024)

Electricity charges for meter 19L3821141		
Night		
12 Aug 2024	2667.4 Smart meter reading	
12 Sep 2024	2714.8 Smart meter reading	
Electricity used	47.5 kWh @ 8.119p/kWh	£3.85
Day		
12 Aug 2024	5496.4 Smart meter reading	
12 Sep 2024	5590.8 Smart meter reading	
Electricity used	94.4 kWh @ 28.044p/kWh	£26.46
Standing charge	31 days @ 48.268p/day	£14.96
Subtotal of charges before VAT		£45.27
VAT @ 5%		£2.26
Total electricity charges		£47.53

Your electricity tariff.

Prices don't include VAT unless stated.

⚡ Electricity	
Tariff name	Next Assured Fixed 15m v1
Product type	Fixed
Payment method	Direct Debit
Unit rate (night)	8.119p/kWh
Unit rate (day)	28.044p/kWh
Standing charge	48.268p/day (£176.18/year)
Price guaranteed until	1 July 2025
Early exit fee	None
Estimated annual usage (day)	1111.1 kWh
Estimated annual usage (night)	641.5 kWh





Meter point reference 2435222107

Supply address:

23 Brookside, Burbage, Hinckley, Leicestershire, LE10 2TG

Next Assured Fixed 15m v1 (12th August 2024 - 11th September 2024)

Gas charges for meter E6S20965451961		
12 Aug 2024	716.4 Smart meter reading	
12 Sep 2024	716.4 Smart meter reading	
Consumption	0.0 Units (m ³)	
Energy used*	0.0 kWh @ 5.501p/kWh	£0.00
Standing charge	31 days @ 28.194p/day	£8.74
Subtotal of charges before VAT		£8.74
VAT @ 5%		£0.44
Total gas charges		£9.18

Other credits

15 Aug 2024	Customer service gesture	-£38.48
Subtotal of other credits before VAT		-£38.48
VAT @ 0%		£0.00
Total of other credits		-£38.48
Total charges before VAT		£15.53
Total VAT		£2.70
Total charges for bill		£18.23

Your gas tariff.

Prices don't include VAT unless stated.



Tariff name	Next Assured Fixed 15m v1
Product type	Fixed
Payment method	Direct Debit
Unit rate	5.501p/kWh
Standing charge	28.194p/day (£102.91/year)
Price guaranteed until	1 July 2025
Early exit fee	None
Estimated annual usage*	285 kWh

* Your energy usage is calculated from your gas consumption using a standard industry formula:

Unit consumed (cubic metres)
× Volume correction (for temperature & pressure)
× Calorific value (energy in each m³ of gas)
÷ 3.6 (convert from joules)

For you:
 $0.0 \times 1.02264 \times 0.0^{\dagger} \div 3.6 = 0.0$

[†] Average calorific value shown to one decimal place



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 5015200
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 **4.57 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.