



Emergency numbers
Power cut? Call FREEPHONE 105 - open 24/7
Smell gas? Gas leak? Call 0800 111 999 - open 24/7
To find out details of your gas transporter, please call 0345 052 0000
Speech or hearing impaired customers
Text relay: put 18001 in front of the phone number

Account no:
0165 7380 9770

Any questions?

☐ Search E.ON help

0345 052 0000

Mon to Fri 8am to 8pm and Sat 8am to 6pm.

FXRB



Mr Robert Salmon
Flat 63
Fisgard Court
Admirals Way
Gravesend
Kent
DA12 2AW

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



12 March 2021

Electricity and gas statement - estimated

Please give us your actual readings at eonenergy.com/readings

CR = credit

Balance on last statement - 15 Nov 2020			£18.88
How much you have paid and any adjustments			£171.00 CR
£42.00 CR on 30 Nov 20	£43.00 CR on 31 Dec 20	£43.00 CR on 07 Jan 21	
£43.00 CR on 28 Jan 21	£43.00 CR on 01 Mar 21	£43.00 Direct Debit refund on 05 Jan 21	
Electricity and gas charges - see back for info			£177.13
VAT at 5% on energy used			£8.86



Your new balance is **£33.87**

We'll carry this balance onto 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.

Could you pay less?



Your Personal
Projections

Electricity £401.87 for the next 12 months
Based on your current tariff until it ends and
then our E.ON EnergyPlan prices. Includes any
discounts and VAT at 5%.

Gas £177.42 for the next 12 months
Based on your current tariff until it ends and
then our E.ON EnergyPlan prices. Includes any
discounts and VAT at 5%.

You can only sign up to our Fix Online tariff at eonenergy.com. 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 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. Calculations are 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 in the 'About your tariff' section. You may also benefit from changing your energy supplier.



Electricity

You're already on our cheapest tariff -
-Fix Online Exclusive v44





Gas

You're already on our cheapest tariff -
-Fix Online Exclusive v44

To get a large print, Braille or talking bill call 0800 051 2193


About your tariff. Ofgem has a Confidence Code for online price comparison sites to make sure you get accurate and unbiased comparisons. You can find it at ofgem.gov.uk. You can use the information below to compare your tariff with other tariffs


 Your electricity tariff	 Your gas tariff
Name Fix Online Exclusive v44	Name Fix Online Exclusive v44
Paying by Fixed Monthly Direct Debit	Paying by Fixed Monthly Direct Debit
Tariff ends 19 August 2021	Tariff ends 19 August 2021
Exit fee £30 (only applies if you leave more than 49 days before your tariff ends)	Exit fee £30 (only applies if you leave more than 49 days before your tariff ends)
Estimated use in the last 12 months	Estimated use in the last 12 months
Total 1,860 kWh	Total 3,548 kWh

For electricity and gas at Flat 63 Fiscard Court Admirals Way Gravesend DA12 2AW


Meter readings


Key C = customer A = actual E = estimate

 Electricity readings					
Period	Meter no.	Previous	Present	Rate	kilowatt hours
15 Nov 20 to 12 Mar 21	18P0362238	0002842 C	0003546 E	Normal	704

 Gas readings					
Period	Meter no.	Previous	Present	Units used	kilowatt hours
15 Nov 20 to 12 Mar 21	885671	03117 C	03281 E	164 m ³	1808
•164 units x 1.02264 (conversion factor) x 38.8 (calorific value) ÷ 3.6 (to get kilowatt hours) = 1808 kWh•					
You can find the calculation we use at eonenergy.com/gascalculator - all gas suppliers use this calculation.					

How much energy you have used

 Electricity charges	
Fix Online Exclusive v44	ends 19 Aug 2021
Usage charges	£109.29
15 Nov 2020 to 12 Mar 2021 Normal 704 at 15.524p each	£109.29
Standing charges	£10.76
15 Nov 2020 to 11 Mar 2021 117 days at 9.2p	£10.76
If you pay by Direct Debit, you can stop paying this way at any time, but any unit rates and standing charge will increase. We will notify you of your new prices before this happens, or to find out more go to eonenergy.com/dd or contact us.	

 Gas charges	
Fix Online Exclusive v44	ends 19 Aug 2021
Usage charges	£46.32
15 Nov 2020 to 12 Mar 2021 Gas 1808 at 2.562p each	£46.32
Standing charges	£10.76
15 Nov 2020 to 11 Mar 2021 117 days at 9.2p	£10.76
If you pay by Direct Debit, you can stop paying this way at any time, but any unit rates and standing charge will increase. We will notify you of your new prices before this happens, or to find out more go to eonenergy.com/dd or contact us.	

Total electricity and gas charges (excluding any discounts and VAT)	£177.13
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Support you in the right way

If you or a member of your household is entering retirement, has medical needs, a mental health condition or you're facing financial difficulty, our Priority Services Register offers a range of free services that could help you. Search E.ON PSR or call 0333 202 4760. If you've already told us, you only need to get in touch if things have changed.

Other ways to get in touch

Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NG1 6WR.
Moving home? Please read your meter, then search E.ON move or call us on 0345 303 3020
Bereavement Support Team: Our dedicated team of advisers are here to help on 0333 202 4841.

Get help with an energy problem

For free, independent and impartial advice, contact the Citizens Advice for help with your bills or meters, or if you're struggling to pay. Visit citizensadvice.org/energy or call 0808 223 1133.

Unhappy with our service?

Get in touch and let's put it right for you:
Email: eonenergy.com/contact, write: Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR or call: 0345 052 0000.
If we can't fix it right away and it takes longer than eight weeks, we'll let you know. After this, you can pass your complaint to the Ombudsman Services, this is a free, independent and impartial service and their decision is binding on us not you. Contact them on: 0330 440 1624, email: enquiry@ombudsman-services.org visit: www.ombudsman-services.org/sectors/energy or write to: PO Box 966, Warrington WA4 9DF.
For more information search E.ON complaint

Supply details

Electricity supply number:

S	01	801	300
	19	0007	0401 101

Electricity distributor UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA
Gas meter point reference: 7521304310
Gas distributor Independent Pipelines Limited, Energy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP

Electricity source

This table includes both residential and small business figures from 1 April 2019 to 31 March 2020.
From 9 July 2019, all our residential customers get 100% renewable electricity as standard.

Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)*
Coal	2.6	3.7	3.9
Natural Gas	30.5	42.2	39.4
Nuclear	3.5	4.8	16.6
Renewable	61.2	46.3	37.9
Other	2.2	3	2.2
Totals	100	100	100

For more information search E.ON fuel mix
* Data sourced from www.gov.uk/government/publications/fuel-mix-disclosure-data-table
E.ON Energy Solutions Limited is part of the E.ON SE Group