



Date 1 February 2014
This is not a tax invoice

Your statement

The details

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FISAR/D/56

Any questions?

Find answers, contact us, and manage your account at eonenergy.com

Call our UK call centres 0345 052 0000

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

Your account number 0126 7293 9760

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Mr Ian Ducker
31 Hadrians Close
Swindon
Wiltshire
SN3 4BE

Before this statement	£364.28 CR
Balance on last statement - 21 Nov 2013	£107.72
Your payments - thanks	£472.00 CR
£287.00 CR on 09 Dec 13 £185.00 CR on 08 Jan 14	
On this statement	£513.99
Electricity and gas charges - see back for info	£522.07
Discounts and rewards	£32.56 CR
Loyalty 3+ Years £3.13 CR, Online Account £1.94 CR, Dual Fuel £1.95 CR, Online Discount £0.15 CR, Dual Fuel Direct Debit Discount £0.15 CR, and Direct Debit Discount £25.24 CR	
VAT at 5% on £489.51	£24.48
Your new balance is	£149.71

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.

Plan and rewards

You're on E.ON Energy Fixed 2 Year v4 - this tariff ends on 21 November 2015

Your rewards on this statement

Dual Fuel	£1.95
Online Account	£1.94
Loyalty 3+ Years	£3.13

Want to know more? You'll find details of all your annual rewards on your latest contract from us.

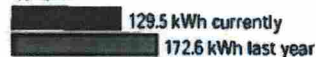
Energy Tracker See explanation below

How much do I use every day?

Electricity



Gas



What will my personal projection be for the next 12 months?

You've used 3,892 kWh of electricity and 31,584 kWh of gas in the last year. In the next year we estimate you'll spend:

Electricity £585 Gas £1,382

Notice board

This statement includes a price change
Our energy prices have changed. This statement includes charges at both your old and new prices.

Working out your Energy Tracker

Your electricity average for last year is based on estimated readings. Your gas average for last year is based on estimated readings.
Your personal projection for the next 12 months is based on your usage in the last 12 months and your current prices. Our calculation is:
1 Estimated Electricity usage of Standing Charge 365 Days Normal 3,892 kWh at your current prices of Standing Charge Days 24.49p each Normal kWh 12.39p each
2 Estimated Gas usage of Standing Charge 365 Days Normal 31,584 kWh at your current prices of Standing Charge Days 27.06p each Normal kWh 3.87p each
3 Rewards, discounts and VAT Dual Fuel Reward £10 a year, Online Reward £10 a year and VAT rate of 5%.

Meter readings

C = customer E = estimate

Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt-hours
21 Nov 13 to 22 Nov 13	S69C03449	03277 C	03288 E	Normal	11
22 Nov 13 to 18 Jan 14	S69C03449	03288 E	03914 E	Normal	626
18 Jan 14 to 1 Feb 14	S69C03449	03914 E	04068 C	Normal	154

Gas readings

How do we work out your gas? Details on the right

Period	Meter no.	Previous	Present	Units	kilowatt-hours
21 Nov 13 to 22 Nov 13	G4K04027130101	29207 C	29219 E	12 m ³	133
• 12 units x 1.02264 (conversion factor) x 38.9 (calorific value) = 3.6 (to get kilowatt-hours) = 133 kWh					
22 Nov 13 to 18 Jan 14	G4K04027130101	29219 E	29887 E	668 m ³	7382
• 668 units x 1.02264 (conversion factor) x 38.9 (calorific value) = 3.6 (to get kilowatt-hours) = 7382 kWh					
18 Jan 14 to 1 Feb 14	G4K04027130101	29887 E	30051 C	164 m ³	1812
• 164 units x 1.02264 (conversion factor) x 38.9 (calorific value) = 3.6 (to get kilowatt-hours) = 1812 kWh					

The details

CR = credit

Electricity charges

E.ON EnergyOnline

21 Nov 13 to 22 Nov 13	£1.71
Normal 11 kilowatt-hours (kWh) used at 13.21p each	£1.45
Standing Charge - 1 days at 26.09p per day	£0.26
E.ON Energy Fixed 2 Year v4	ends 21 Nov 2015
22 Nov 13 to 18 Jan 14	£97.42
Normal 626 kilowatt-hours (kWh) used at 13.19p each	£82.57
Standing Charge - 57 days at 26.06p per day	£14.85
After price change on 18 Jan 14 - 18 Jan 14 to 1 Feb 14	£22.51
Normal 154 kilowatt-hours (kWh) used at 12.39p each	£19.08
Standing Charge - 14 days at 24.49p per day	£3.43
If you stop paying by fixed monthly Direct Debit, your charges will go up by 3.2%	

Gas charges

E.ON EnergyOnline

21 Nov 13 to 22 Nov 13	£5.75
Gas 133 kilowatt-hours (kWh) used at 4.128p each	£5.49
Standing Charge - 1 days at 26.09p per day	£0.26
E.ON Energy Fixed 2 Year v4	ends 21 Nov 2015
22 Nov 13 to 18 Jan 14	£320.77
Gas 7,382 kilowatt-hours (kWh) used at 4.123p each	£304.36
Standing Charge - 57 days at 28.79p per day	£16.41
After price change on 18 Jan 14 - 18 Jan 14 to 1 Feb 14	£73.91
Gas 1,812 kilowatt-hours (kWh) used at 3.87p each	£70.12
Standing Charge - 14 days at 27.06p per day	£3.79
If you stop paying by fixed monthly Direct Debit, your charges will go up by 3.2%	

Total charges

Total electricity and gas charges (excluding rewards, discounts and VAT)	£522.07
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Your statement

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Find out more

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 visit eonenergy.com/moving or call us on 0345 303 3020.

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.

Independent help and advice

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 enquiries@os-energy.org, visit www.os-energy.org 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. For free, independent, confidential and impartial advice visit www.adviceguide.org.uk or call the Citizens Advice consumer helpline on 0845 404 0506.

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

E.ON Energy Solutions Limited Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG. Registered in England & Wales, No 3407430. For training purposes, we may record calls sometimes.

Emergencies

Power cut? Call 08457 708 090 - open 24/7

Smell gas? Call 0800 111 999 - open 24/7

Gas calculation

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/gascalculator

Supply details

Electricity distributor Southern Electric, Customer Service Centre, PO Box 6009, Winchester Road, Basingstoke, RG21 8ZD

Supply number:

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	20	0001	2013
			101

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

Meter point reference: 4263137800