

Mr Charles Americanos 80A MARLOW BOTTOM MARLOW BUCKINGHAMSHIRE SL7 3NB UNITED KINGDOM



Get in touch with us

eonnext.com/contact

☑ hi@eonnext.com

Your account number:

□ A-2A0F1C0B

Your energy account

for 80A, Marlow Bottom, Marlow, Buckinghamshire, SL7 3NB.

1st April 2022 - 15th April 2022

On 1st April 2022 your previous balance was

£535.76 DR

1. We have charged you

Based on your meter readings.

On 15th April 2022 your new balance was

£599.26 DR

You pay by monthly Direct Debit, so 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.

Your estimated annual cost

Bill Reference: 48450861 (16th April 2022)

£675.34 a year for electricity

£907.48 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 can be found overleaf.

Could you pay less?

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

For your **electricity** (on meter point 2000013364773)

Good to know.

You're already on our cheapest tariff for your **electricity** usage. We'll let you know if this changes.

For your gas (on meter point 3328395306)

Good to know.

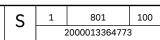
You're already on our cheapest tariff for your **gas** usage. We'll let you know if this changes.

Your charges in detail



Electricity

Supply number



Supply Address: 80A, Marlow Bottom, Marlow, Buckinghamshire, SL7 3NB

Fix Again 1 Year v10 (1st April 2022 - 14th April 2022)

Energy Charges for Meter 18P6302664

1st Apr 2022 10073.0 Customer reading

15th Apr 2022 10207.5 Smart meter reading

Energy Used 134.5 kWh @ 18.87p/kWh £25.39

Standing Charge 14 days @ 14.875p/day £2.08

Subtotal of charges before VAT

£27.47

VAT @ 5%

£1.37

Total Electricity Charges

£28.84

(A) Gas

Meter Point Reference:

3328395306

Supply Address: 80A, Marlow Bottom, Marlow, Buckinghamshire, SL7 3NB

Fix Again 1 Year v10 (1st April 2022 - 14th April 2022)

Energy Charges for Meter G4P63013881800

1st April 2022 7242.0 Customer reading

15th April 2022 7315.6 Smart meter reading

73.6 Units (m³) Consumption

812.9 kWh @ 3.772p/kWh £30.66 Energy Used*

Standing Charge 14 days @ 16.790p/day £2.35

Subtotal of charges before VAT £33.01

VAT @ 5% £1.65

£34.66 **Total Gas Charges**

Total charges before VAT £60.48

Total VAT £3.02

Total charges for bill £63.50

Your electricity tariff

Prices do not include VAT unless otherwise noted

Electricity

Tariff Name Fix Again 1 Year v10

Product Type Fixed Direct Debit Payment Method 18.874p/kWh **Unit Rate**

Standing Charge 14.875p/day (£54.29/year)

Price Guaranteed Until 10th Oct. 2022

Early Exit Fee None

Estimated Annual Usage 3120.1 kWh

Your gas tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name Fix Again 1 Year v10

Product Type Fixed Payment Method Direct Debit Unit Rate 3.772p/kWh

Standing Charge 16.790p/day (£61.28/year) Price Guaranteed Until

10th Oct. 2022

Early Exit Fee None 21288 kWh Estimated Annual Usage*

Units Consumed (Cubic Metres)

- × Volume Correction (for temperature & pressure)
- × Calorific Value (energy in each m³ of gas)
- ÷ 3.6 (convert from joules)
- >> Usage (in kWh)

 $73.6 \times 1.02264 \times 38.9^{\dagger} \div 3.6 = 812.9$

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

[†] Average calorific value shown to one decimal place

Contacting us

Contact us by email or Facebook Messenger and get a response within hours. Of course, if you need to you can also get a hold of us on the phone, or even by post.

Email: hi@eonnext.com Facebook: m.me/eonnext Phone: 0808 501 5200

Speech or hearing impaired customers can put 18001 in front of our phone number to use text relay at no

extra cost.

Trading office: Trinity House, 2 Burton Street, Nottingham, NG1 4BX

Please don't hesitate to contact us if you've any questions, comments, or complaints.

Advice and complaints

You can get help with energy problems. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use.

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. Calls are free and they're open Mon to Fri, 9am-5pm.

If you feel that our service has not met your expectations, please get in touch so we can put things right:

First: Contact our team.

Then: If an adviser is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

Finally: If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Ombudsman Service: Energy on 0330 440 1624 or

www.ombudsman-services.org/sectors/energy. This is a free and independent service whose decisions we must abide by.

How much did you use?

Your average electricity usage during this bill period was 9.61 kWh/day.

Your average gas usage during this bill period was 58.07 kWh/day.

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