



Date 17 February 2013

This is not a tax invoice

Your statement

The details

1 of 2

FIS-REF/D1/S6

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 7964 4550

FXRB



Mr Joseph Beardwood
5 Allandale
Bradgate Road
Altrincham
Cheshire
WA14 4PQ

Electricity and gas statement

Before this statement £959.00 CR

Credit balance from your last statement - 17 Nov 2012 £359.00 CR

Your payments - thanks £600.00 CR

£200.00 CR on 17 Dec 12 £200.00 CR on 15 Jan 13 £200.00 CR on 15 Feb 13

On this statement £783.44

Electricity and gas charges - see back for info £922.67

Discount £176.54 CR

VAT at 5% on £746.13 £37.31

Your credit balance is £175.56 CR

You don't need to do anything - we'll carry this credit 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.

We've made a quick check of your Direct Debit using your current prices, balance and previous usage.

We've calculated that your Direct Debit doesn't need to change.

We'll check your payment again in a few months' time, but if you'd like to talk about your Direct Debit before then call us on 0345 052 0000.

Energy Tracker

[See explanation below](#)

How much do I use every day?

Electricity

33.5 kWh currently
38.3 kWh last year

Gas

174.6 kWh currently
164.3 kWh last year

What will I spend in the next 12 months?

You've used 10,747 kWh of electricity and 36,375 kWh of gas in the last year. In the next year we estimate you'll spend:

Electricity £1,451

Gas £908

Notice board

We may have a lower priced plan for you

For our full range of plans, go to eonenergy.com/plans or call 0333 202 4918

We've been updating our records. Please check that your name and details are correct. If you need to make any changes, please call us on 0333 202 4917.

Working out your Energy Tracker

Your electricity average for last year is based on estimated readings.

Your costs for the next 12 months are based on your usage in the last 12 months and your current prices. Our calculation is:

1 Forecasted Electricity usage of Standing Charge 366 Days Normal 10,747 kWh at your current prices of: Standing Charge Days 26.09p each Normal kWh 13.4p each

2 Forecasted Gas usage of 36,375 kWh at your current prices of: first 2680 kWh each year 6.214p each, next kWh 3.008p each

3 Discounts and VAT 6% Direct Debit Discount, 2% Dual Fuel Direct Debit Discount, 18.7% Online Discount, 2% Online Discount and VAT rate of 5%.

Meter readings

A = actual E = estimate C = customer

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Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
16 Nov 12 to 18 Jan 13	L74M04660	16250 A	18337 E	Normal	2087
18 Jan 13 to 17 Feb 13	L74M04660	18337 E	19331 C	Normal	994

Gas readings

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

Period	Meter no.	Previous	Present	Units	kilowatt hours
16 Nov 12 to 17 Feb 13	017883	5302 A	5809 C	507 hcf	16059

•507 units x 2.83 (to get cubic metres) x 1.02264 (conversion factor) x 39.4 (calorific value) ÷ 3.6 (to get kilowatt hours) = 16059 kWh•

The details

CR = credit

Electricity charges

E.ON EnergyOnline (No Standing Charge)

16 Nov 12 to 18 Jan 13

Normal 2,087 kilowatt hours (kWh) used

first 153kWh at 22.98p each £35.16
next 1,934kWh at 12.5p each £241.75

£276.91

E.ON EnergyOnline

18 Jan 13 to 17 Feb 13

Normal 994 kilowatt hours (kWh) used at 13.4p each £133.20

Standing Charge 30 days at 26.09p per day £7.83

£141.03

Gas charges

E.ON FixOnline 8

ends 1 Jul 2011

16 Nov 12 to 17 Feb 13

Gas 16,059 kilowatt hours (kWh) used

first 676kWh at 6.214p each £42.01
next 15,383kWh at 3.008p each £462.72

£504.73

Total charges

Total electricity and gas charges (excluding discounts and VAT)

£922.67

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 call us on 0345 303 3020.

Emergencies

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

Power cut? Call 0800 195 4141 - 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 Electricity North West
Limited, PO Box 4375, Manchester, M16 0ET
Supply number:

S	01	801	011
	16	1002	7464 318

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

Meter point reference: 1585685110

Our commitment to you

If we ever fail to give you the high standards of
service you expect from us, please call us so we
can put things right.

1 Call our specialist Complaint Advisors on
0345 300 6301 .

2 If they are unable to resolve your
complaint, ask to speak to a manager.

3 We would hope that your complaint has been
resolved by this stage, but if you need to, you can
contact the team at our Directors' Office by:
calling 0345 302 4340 , emailing
DirectorofCustomerService@eonenergy.com or
writing to Customer Service Director,
E.ON, PO Box 9069, Nottingham, NG1 9BU.

If you have followed the above steps and we have
still not resolved your complaint within 8 weeks,
you can call Ombudsman Services: Energy on
0330 440 1624.

For clear, practical consumer advice, contact
Citizens Advice on 0845 404 0506 or at
adviceguide.org.uk

For an impartial view on how to get and stay
connected to your energy supply, please review
the following Consumer Focus documents:
Staying Connected Energy Consumer Checklist
and Concise Checklist located at
eonenergy.com/stayingconnected

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

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