



Any questions?

Go to eonenergy.com/FAQ

Call our UK call centres 0345 366 5973

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

For training purposes, we may record calls sometimes.

Your account number 0154 3579 9780

E.ON Reward Points balance

422

As of 19 Mar 17. To exchange your points online, go to eonenergy.com/onlineexchange

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



FXRB



Mr Craig Logan
15 Harlow Park Road
Harlow Moor
Harrogate
North Yorkshire
HG2 0AN

Electricity and gas statement

Before this statement	£48.06
Balance on last statement - 20 Dec 2016	£208.06
Your payments	£160.00 CR
£80.00 CR on 01 Feb 17 £80.00 CR on 01 Mar 17	
On this statement	£694.14
Electricity and gas charges - see back for info	£669.07
Discounts	£7.98 CR
Paperless Billing £2.66 CR and Dual Fuel Discount £5.32 CR	
VAT at 5% on £661.09	£33.05
Your new balance is	£742.20

Want to switch your tariff?
Go to eonenergy.com/bestdeal
Or call us on 0345 366 5973

We'll carry this balance onto your next statement.

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 is too low, and you may have a debit balance at your Annual Review.

We haven't made changes to your payment this time but if you'd like to talk about your Direct Debit call us on 0345 366 5973.

Could you pay less?

Your personal projections

Electricity £916.64 for the next 12 months
Based on your current tariff. Includes any discounts and VAT at 5%.

Gas £811.36 for the next 12 months
Based on your current tariff. Includes any discounts and VAT at 5%.

Electricity

Based on your current choices, you're already on our cheapest tariff
- E.ON EnergyPlan

You could save £162.95 by switching to:
- E.ON Saver Fixed 1 Year v8

Gas

Based on your current choices, you're already on our cheapest tariff
- E.ON EnergyPlan

You could save £143.17 by switching to:
- E.ON Saver Fixed 1 Year v8

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 the 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. Electricity calculations based on your use over the past 12 months. Gas calculations based on your use over the past 12 months. 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. Remember - it might be worth thinking about switching your tariff or supplier.

About your tariff		You can use this info to compare your tariff with other tariffs	
Electricity		Gas	
Name E.ON EnergyPlan	Paying by Fixed Monthly Direct Debit	Tariff ends No end date	Exit fee No exit fee if you switch supplier
Estimated use in the last 12 months	Total 5,314 kWh	Estimated use in the last 12 months	Total 18,342 kWh

For electricity and gas at 15 Harlow Park Road Harlow Moor Harrogate HG2 0AN

Meter readings

A = actual

Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
20 Dec 16 to 1 Apr 17	13K0112467	07905 A	09976 A	Normal	2071

Gas readings

How do we work out your gas? See below

Period	Meter no.	Previous	Present	Units used	kilowatt hours
20 Dec 16 to 1 Apr 17	G4K00181621502	01746 A	02581 A	835 m ³	9417

$835 \text{ units} \times 1.02264 \text{ (conversion factor)} \times 39.7 \text{ (calorific value)} \div 3.6 \text{ (to get kilowatt hours)} = 9417 \text{ kWh}$

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/gascalculatation

The details

CR = credit

Electricity charges

E.ON EnergyPlan

Usage charges £280.21

20 Dec 2016 to 01 Apr 2017 Normal 2071 at 13.53p each £280.21

Standing charges £15.95

20 Dec 2016 to 31 Mar 2017 102 days at 15.64p £15.95

If you stop paying by fixed monthly Direct Debit, your electricity standing charge will go up by £33.36 a year (excluding VAT)

Gas charges

E.ON EnergyPlan

Usage charges £351.63

20 Dec 2016 to 01 Apr 2017 Gas 9417 at 3.734p each £351.63

Standing charges £21.28

20 Dec 2016 to 31 Mar 2017 102 days at 20.86p £21.28

If you stop paying by fixed monthly Direct Debit, your gas standing charge will go up by £33.36 a year (excluding VAT)

Total charges

Total electricity and gas charges (excluding any discounts and VAT) £669.07

About your TCR

Electricity TCR 18.08p/kWh

Gas TCR 4.62p/kWh

You can use your TCR (Tariff Comparison Rate) as a guide to help you compare your tariff with others, from us or other suppliers. It's based on how you pay, your standing charge and unit rate, it includes any discounts and VAT at 5%. It's a guide only as it is based on Ofgem average use figures: electricity 3,100 kWh/year and gas 12,500 kWh/year. Your actual charges will depend on the energy you use. To find out about your tariff and how we work out TCRs, go to eonenergy.com/TCR or call us.

Other ways to get in touch

Write E.ON Smart, PO Box 10148, Nottingham, NG8 9JN.

Minicom 0800 056 6560 textphone suitable for deaf customers.

Moving home? Please read your meter, then go to eonenergy.com/moving or call us on 0345 366 5976 Bereavement Support Team: Our dedicated team of advisers are here to help on 0333 202 4841.

Emergencies

Power cut? Call FREEPHONE 105 - open 24/7

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

Supply details

Electricity supply number:

S	01	801	001	
	15	9103	0548	890

Electricity distributor Northern Powergrid, Manor House, Station Road, Penshaw, Houghton le-Spring, DH4 7LA

Gas meter point reference: 1905652209

Gas distributor Please call us on 0345 366 5973 for your gas distributor details.

Independent help and advice

To 'Know Your Rights' and for free, confidential and impartial advice visit citizensadvice.org.uk/energy You can also call the Citizens Advice consumer helpline on 0345 404 0506.

Do you have a complaint?

Contact us because we're passionate about putting it right.

Resolving your complaint. Phone: 0345 366 5973, 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. You can contact Citizens Advice consumer services for independent help and advice at any time during your complaint. 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 osenquiries@os-energy.org, visit ombudsman-services.org/energy 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.