



FXRB



MRS JAN STAFFORD  
South View Barn  
Sinton Green  
Hallow  
Worcester  
Worcestershire  
WR2 6NW

Date of statement  
21 December 2010

We sent your last statement on  
30 September 2010

This is not a tax invoice

Page 1 of 2

FFS/D/55



### Any questions?

Call us on  
**0845 052 0000**

We're open Monday to Friday  
8.00am until 8.00pm and  
Saturday 8.00am until 6.00pm.  
All our call centres are in the  
UK

→ Account number  
**0126 4653 4590**

## Your electricity statement

### Your energy & plan

Your plan  
E.ON FixOnline 8  
Your plan end date  
1 July 2011

You've used  
1,499 kWh of electricity

These figures are based on  
your electricity reading

### Payments & adjustments

Thanks for the payments  
since your last statement

You've paid £49.00CR on:

- 5 Oct 10
- 5 Nov 10
- 6 Dec 10

**£147.00**

credit

### Discounts & rewards

Your discounts  
£40.80 Online Discount

**£40.80**

credit

### q We've used your electricity meter reading

Electricity: read by you 21 Dec 10

0 5 9 5 5 7

### Say goodbye to your paper statement

Sign up to manage your account online at  
[eonenergy.com/register](http://eonenergy.com/register) and you  
could make this the last paper  
statement you get from us

### Your new balance - you're in debit

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.

**£41.99**

## Contacting us

Any questions? Call us on

**0845 052 0000**

We're open Monday to Friday 8.00am until 8.00pm and Saturday 8.00am until 6.00pm.

Go to [eonenergy.com](http://eonenergy.com) to email us or find answers to frequently asked questions.

Write to: 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 0845 303 3020.

## Emergencies

Power cut? Call 0800 328 1111 - open 24/7

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

24 hours a day, 7 days a week

## 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.

**Step 1** Call our specialist Complaint Advisors on 0845 300 6301 to discuss your complaint.

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

**Step 3** We would very much hope that your complaint will have been resolved by this stage, however please contact the dedicated team at our Directors' Office on 0845 302 4340, or email [DirectorofCustomerService@eonenergy.com](mailto:DirectorofCustomerService@eonenergy.com) or write to our Customer Service Director at E.ON, PO Box 9069, Nottingham, NG1 9BU.

If you have followed each of the above three steps and we have still not managed to resolve your complaint within 8 weeks, you can contact the Energy Supply Ombudsman on 0330 440 1624

**Other information** For clear, practical consumer advice, contact Consumer Direct on 0845 404 0506 or at [consumerdirect.gov.uk](http://consumerdirect.gov.uk)

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

E.ON Energy Limited Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG. Registered in England & Wales, No. 3407430.

For training purposes, we may record calls from time to time

## q Your bill total - how we worked it out

	£
Total to pay on your last statement on 30 Sep 2010	57.67
Payments and adjustments	147.00 CR
49.00 CR Payment Received £ on 5 October 2010	
49.00 CR Payment Received £ on 5 November 2010	
49.00 CR Payment Received £ on 6 December 2010	
<b>Electricity</b>	
Normal 1,499 kilowatt-hours (kWh) used £ see meter readings	
Normal first units used 202kWh at 20.28p each	40.97
Normal next units used 1,297kWh at 9.63p each	124.90
	= 165.87
<b>Your usage</b>	165.87
<b>Online Discount</b>	40.80 CR
VAT £ @ 5.0% on £125.07	6.25
<b>Account balance</b>	= 41.99

## Meter readings

Electricity £ Up to 21 Dec 10

Meter D04G26203

~~000000~~ read by us 28 Sep 10

~~000000~~ read by you 21 Dec 10

= 1499 kilowatt-hours

Key

est = estimated read

## Your supply details

Electricity

Electricity distributor: Central Networks West plc, Pegasus Business Park, Heard Way, Near East Midlands Airport, Castle Donnington, DE74 2TU

Meter serial number: D04G26203

Supply number:

S	01	801	001
14	1002	9512	008