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

## Your statement

The details

1 of 2

## 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

# 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 £200.00 CR on 17 Dec 12	£600.00 CR
On this statement £783.44	
Electricity and gas charges - see back for info	£922.67
Discount	£176.54 CF
VAT at 5% on £746.13	£37.31
Your credit balance is	£175.56 C

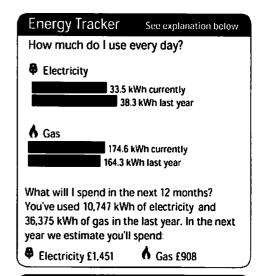
You don't need to do anything - we'll carry this credit onto your next statement.

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.



#### 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.

Troubling out your cheety in according to the Standard Committee of th

2 Forecasted Gas usage of 36,375kWh at your current prices of first 2680kWh each year 6,214p each, next kWh 3,008p each 3 Discounts and VAT 6% Direct Debit Discount. 2% Online Discount and VAT rate of

# Meter readings

A = actual E = estimate C = customer

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

<sup>-507</sup> units x 2 83 (to get cubic metres) x 1 02264 (conversion factor) x 39 4 (calorific value) - 36 (to get kilowatt hours) = 16059 kWh-

# The details

CR = credit

<del></del>
••••
£276.91
•••••
£141.03
1
****
£504.73

Total electricity and gas charges (excluding discounts and VAT)

#### Find out more

## Other ways to get in touch

Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NGI 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/gascalculation

#### Supply details

**Electricity distributor** Electricity North West Limited, PO Box 4375, Manchester, M16 OET Supply number:

C	01		801		011	
3	16	10	02	746	4	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.

£922.67

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

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