

Mr Giles Madin  
Mount Hous The Bank  
Pontesbury Hill  
Pontesbury  
Shrewsbury  
SY5 0XX

**Bill reference:** 33378271 (20 August 2024)  
**Account number:** A-15435FC0

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## Your energy bill

Here's a quick overview of your energy charges, credits, payments and refunds.

**Balance on your last bill** £168.25 credit

### Charges

Electricity	19 July 2024 - 18 Aug. 2024	£30.63
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### Payments

5 August 2024	£47.64
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**Your new balance** £185.26 credit

### Your estimated annual cost

Based on your latest energy use, balance and tariff prices, your estimated energy costs for the year are:

£585.00 a year for electricity

### Could you pay less?

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

For your **electricity** (on meter point 1416822210000)

You're on our cheapest electricity tariff of its kind. You could **save £37.61 a year** by switching to PAYG Ensure Tracker Sep25. You may need to change how you pay or your meter setup, but contact our team if you'd like to switch.

### Emergency numbers

Smell gas  
Call **0800 111 999** (24hrs)

Power cut?  
Call **105** to get help

Your Electricity Distributor is: **National Grid**  
(**0800 678 3105**)

Your charges in detail

⚡ Electricity	Supply number	S	1	801	1
			1416822210000		

Supply address: Mount Hous The Bank, Pontesbury Hill,  
Pontesbury, Shrewsbury, SY5 0XX  
Rota Disconnections Alpha Identifier: P

Standard Variable (19 July 2024 - 18 August 2024)

Electricity charges for meter 23P8243280			
19 Jul 2024	453.7130	Smart meter reading	
19 Aug 2024	505.2780	Smart meter reading	
Electricity used	51.5600 kWh @ 20.650p/kWh		£10.65
Standing charge	31 days @ 59.730p/day		£18.52
Subtotal of charges before VAT			£29.17
VAT @ 5%			£1.46
Total electricity charges for this period			£30.63

About your tariff  
Prices do not include VAT unless otherwise noted

Electricity tariff name	Standard Variable
Product type	Variable
Payment method	Direct Debit
Unit rate	20.650p/kWh
Standing charge	59.730p/day (£218.01/year)
Price guaranteed until	Not applicable
Early exit fee	None
Estimated annual usage	1642.3 kWh



Scan this code when comparing tariffs

## Get in touch

Here's your account number in case you need it when you get in touch: A-15435FC0.

## Visit our Help Centre

Get a quick answer to your energy questions on everything from bills, payments and debt, to meter readings, moving home, and more.

Go to [edfenergy.com/helpcentre](https://edfenergy.com/helpcentre).

## Drop us an email

Our team of energy specialists are ready to answer your questions by email. Please include your account number. Email [hello@edfenergy.com](mailto:hello@edfenergy.com).

## Other ways to get in touch

- **WhatsApp or text:** send your question to 0748 058 9950 (we'll get back as soon as we can)
- **Call:** 0333 006 9950
- **Call from abroad:** +44 191 743 9950
- **Post:** Freepost EDF CUSTOMER CORRESPONDENCE

## Manage your energy the easy way

### MyAccount

MyAccount lets you view your bills, manage your payments, change tariff, send meter readings, and more. Go to [edfenergy.com/myaccount](https://edfenergy.com/myaccount).

### EDF app

Get all the benefits of MyAccount, and manage your energy on the go with our mobile app. Find out more at [edfenergy.com/app](https://edfenergy.com/app).

## Information booklets

Our free booklets cover things like paying your bills, energy efficiency, gas safety, how to complain, priority services and prepayment meters. You can download them from <https://edfenergy.com/info-booklets> or order copies by calling us on 0333 006 9950

## Reduce your energy use

Find ways to reduce your energy use and cut your energy bills. Go to [edfenergy.com/helpcentre/saveenergy](https://edfenergy.com/helpcentre/saveenergy)

## Get a helping hand

### Help to pay the bills

If you're finding it hard to pay your bills, please don't struggle alone. Get in touch as soon as you can: we can help in lots of different ways.

Find out more at [edfenergy.com/helptopay](https://edfenergy.com/helptopay)

## Extra support from EDF

Please join our Priority Services Register (PSR) to get extra or specialised support – including help if you have an illness, a disability or mental health problem. You can ask for Braille, large font or audio bills through the PSR.

- Go to [edfenergy.com/PSR](https://edfenergy.com/PSR)

- Give us a call on **0800 011 9110** or minicom **0800 096 2929**

## Independent advice and support

We've teamed up with Citizens Advice Plymouth so that you can get free, independent, energy advice. The team can help you manage debt and reduce your energy costs

- Go to [citizensadviceplymouth.org.uk/edfe](https://citizensadviceplymouth.org.uk/edfe)
- Call **0808 156 6666** (Monday to Thursday 9am-5pm; Friday 9am-4.30pm)

## Make a complaint

Please get in touch with our Customer Services team if you have a complaint. Our energy specialists will do everything they can to put things right as quickly as possible. Go to [edfenergy.com/complaint](https://edfenergy.com/complaint) for our full complaints procedure.

If your complaint isn't resolved after eight weeks, or you've received a 'deadlock' letter, you can get in touch with the Energy Ombudsman. The service is free and independent, and any decision the Ombudsman makes is binding on us – not you.

Call **0330 440 1624** (Monday to Friday 8am-8pm, Saturday 9am-1pm); email [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org); visit [www.energyombudsman.org](https://www.energyombudsman.org)

## VAT

We charge residential customers VAT at 5%. Our VAT registration number is 523 0412 02.

## Our fuel mix

We publish the fuel mix that generates our customers' electricity every year, under licence for EDF Energy Customers Ltd (the mix for individual EDF tariffs can vary). Find out more at [edfenergy.com/fuel-mix](https://edfenergy.com/fuel-mix)

April 2022 - March 2023	Fuel mix and carbon contributions (%)					Environment impact (g/kWh)	
	Coal	Gas	Nuclear	Renewable	Other	CO2	Radioactive waste
EDF fuel mix	1.6	16.7	59.4	21.0	1.3	87	0.0042
EDF carbon contributions	17.4	71.0	0.0	0.0	11.6	-	-
UK average fuel mix*	3.4	39.3	13.9	40.8	2.6	186	0.0010

\*Data from the Department for Energy Security and Net Zero (DESNZ)

