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Mrs Margorie Post
C O Pfst
7th Floor
Judd Street
London Borough Of Camden
London
WC1H 9JE

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



Any questions?

Go to eonenergy.com/FAQ

Mon to Fri 8am to 8pm and Sat 8am to 6pm.
For training purposes, we may record calls sometimes.

Electricity statement

For electricity at 71 Henderson Court Fitzjohns Avenue London NW3 6NR

Each day at a glance

You used

6.6 kWh on this statement
3.1 kWh this time last year

Electricity average for last year is based on estimated reads.

Balance on last statement - 16 Sep 2018	£121.94
Adjustments on your account	£140.00 CR
£133.33 CR Warm Homes Discount Payment on 9 Oct 18	
£6.67 CR VAT Adjustment on 9 Oct 18	
Electricity charges - see back for info	£79.70
VAT at 5% on £79.70	£3.99

Your new balance is £65.63

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 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.

Go to
Or call us on 0345 052 0000

Could you pay less?

Electricity £295.75 for the next 12 months
Based on your current tariff. Includes any discounts and VAT at 5%.

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

You could save £20.10 by switching to:
• Fix Online v4

You can only sign up to Fix Online on our website at eonenergy.com 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 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. Calculations are 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

Name E.ON EnergyPlan Assist

Paying by Fixed Monthly Direct Debit

Tariff ends No end date

Exit fee (only applies if you leave more than 49 days before your tariff ends)

No exit fee if you switch supplier

Estimated use in the last 12 months

Total 1,281 kWh

For electricity at 71 Henderson Court Fitzjohns Avenue London NW3 6NR

Meter readings

E - estimate C - customer

Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
16 Sep 18 to 5 Oct 18	L83A 28636	85497 E	85623 E	Normal	126
5 Oct 18 to 22 Nov 18	L83A 28636	85623 E	85940 C	Normal	317

The details

CR - credit

Electricity charges

E.ON EnergyPlan Assist

Usage charges	£16.62
16 Sep 2018 to 05 Oct 2018 Normal 126 at 13.19p each	£16.62
Standing charges	£5.50
16 Sep 2018 to 04 Oct 2018 19 days at 28.96p	£5.50
Usage charges	£43.68
05 Oct 2018 to 22 Nov 2018 Normal 317 at 13.78p each	£43.68
Standing charges	£13.90
05 Oct 2018 to 21 Nov 2018 48 days at 28.96p	£13.90
Total charges	£79.70
Total electricity charges (excluding any discounts and VAT)	

Electricity source

Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)*
Coal	10.1	10.1	7.64
Natural Gas	53.5	53.5	41.24
Nuclear	16.2	16.2	20.01
Renewable	16.7	16.8	29.04
Other	3.5	3.4	2.07
Totals	100	100	100

For more information go to eonenergy.com/fuelmix

* Data sourced from www.gov.uk/government/publications/fuel-mix-disclosure-data-table

E.ON Energy Solutions Limited is part of the E.ON SE Group

Data year: 1 April 2017 to 31 March 2018

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 go to eonenergy.com/moving or call us on 0345 303 3020

Bereavement Support Team: Our dedicated team of advisers are here to help on 0333 202 4841.

Emergencies

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

Power cut? Call FREEPHONE 105 - open 24/7

Supply details

Electricity supply number:

S	01	801	902
	12	0002	1141 543

Electricity distributor UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA

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 052 0000, 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 osenquiries@os-energy.org 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.