



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

24 November 2018

Dear Mrs Post

Re: 71 Henderson Court Fitzjohns Avenue London NW3 6NR

Your Direct Debit has been changed

We just wanted to let you know that your Direct Debit has now been updated.

Your new payments will be £31.00 a month, starting on 15 December 2018.

If your Direct Debit was originally set up to include an outstanding debt, this change doesn't affect this and a portion of each payment will continue to go towards paying this off.

To enter meter readings, view your statements, check your price plan and see how much you're using with the energy tracker just log into your online account at eonenergy.com.

For more information about your Direct Debit, please turn over.

Yours sincerely

Ian Smedley
Customer Service

Your account number

010319033740

Your monthly payments

15/12/2018	£31.00
15/01/2019	£31.00
15/02/2019	£31.00
15/03/2019	£31.00
15/04/2019	£31.00
15/05/2019	£31.00
15/06/2019	£31.00
15/07/2019	£31.00
15/08/2019	£31.00
15/09/2019	£31.00
15/10/2019	£31.00
15/11/2019	£31.00

E.ON
PO Box 7750
Nottingham
NG1 6WR
eonenergy.com

*Your payments may change if we have to change your bill date.

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

CML/L5026

Answering your questions

How have you worked out my fixed monthly Direct Debit?

We aim for you not to owe us anything by your annual review, so we've:

1. estimated how much you'll use between now and then using the energy used at the address over the last 12 months,
2. taken into account your current balance,
3. and divided this amount by how many payments you have left until your annual review.

How much energy you're going to use until your annual review (£) + balance	Your Direct Debit Amount (£)
<hr/>	-
The number of payments left until your annual review	(£)

If you changed to us from another supplier within the last 12 months, until we've built up a picture of your energy use we'll use information obtained from your previous supplier when reviewing your fixed monthly Direct Debit amount.

How can I make sure my fixed monthly Direct Debit payment reflects how much I actually use?

We can get a better picture of your energy use if you can give us meter readings when we ask for them, or if your readings are different to what's on your statement. It's easy to give us readings - you can:

- Go to eonenergy.com/meterreadings
- Call us on 0345 366 0543
- Download our smartphone app (for iPhone or Android).

If your circumstances change - for example if you have a baby, have an extension built, or someone moves out - please let us know so we can review your payments.

When will I hear about my fixed monthly Direct Debit again?

- We'll review your fixed monthly Direct Debit quarterly, to make sure you're paying the right amount.
- Once you're halfway through your payment schedule we'll check you're still on track, and let you know by letter, email or on your statement if anything needs to change. If it does we'll let you know at least 10 working days in advance before the new amount is taken.
- We'll review your fixed monthly Direct Debit at your annual review. If you're in credit by more than £5.00 and we've received an actual meter reading in the last 6 months we'll automatically refund it to you.
- If, at your annual review, your payments need to increase by more than £100.00 a month we'll get in touch, giving you 14 days' notice to contact us or review your fixed monthly Direct Debit online. If we make the change we'll give you at least 10 working days' notice before taking the new amount.

What happens if I'm in credit?

You can request a refund of any credit on your account, but your future fixed monthly Direct Debit payments may need to change.

If you'd still like a refund then give us a call on 0345 300 8143. We'll need to make sure you're billed up to date first, so you'll need to provide us with an actual meter reading.

Can I manage my own fixed monthly Direct Debit online?

The Direct Debit Manager can help you understand your fixed monthly payments and control your budget over the year. As you've already got an online account you can use your Direct Debit Manager straight away.

How can I reduce the amount of energy I use?

Our online tool E.ON See makes it easy to see if you're using and paying for more energy than you need. Compare how much you use to similar homes in your area, get personalised energy saving advice and maybe a few extra pounds in your pocket. Try it out at eonenergy.com/savingenergy

If you'd prefer to talk to us about how to start saving energy, call us on 0345 300 8143.

What can I do if I can't afford my payments?

If you think you might have a problem paying your fixed monthly Direct Debit amount, give us a call as soon as you can on 0345 300 8143 so we can talk to you about how we can help.

What happens if I close my account?

If you move house or change to a different energy supplier you'll receive a final bill as normal. Any outstanding balance following your final bill will be taken as one last Direct Debit payment, but if you're in credit and we have accurate readings this will be refunded to you.

Do you have any help and advice for paying bills?

If you're facing problems with money there's lots of free, confidential & independent help and advice available to you:

StepChange Debt Charity

Free phone (including mobiles) 0800 138 1111
www.stepchange.org

National Debtline

Free phone 0808 808 4000
www.nationaldebtline.org

Citizens Advice Consumer Advice Line

0344 411 1444 (England)
0344 477 2020 (Wales)
0808 800 9060 (Scotland)
0344 411 1445 (Text Relay Users)

Or you can search for your local Citizens Advice at www.citizensadvice.org.uk

Am I on the best deal for me?

Everyone uses energy differently, but we all want to be on the best deal.

Visit us online at eonenergy.com/bdfy or give us a call on 0345 052 0000 to find our best deal.

I've got a few more questions, what should I do?

If you need to talk to us about anything or you can't find the answer to your question on here, take a look at our website eonenergy.com, or you could always give us a call on 0345 300 8143. We're open 8am to 8pm Monday to Friday and 8am to 6pm on Saturday.