



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

E.ON Energy UK
 @EONhelp
 eonenergy.com/contact

0345 300 8143
We're here 8am to 8pm
Monday to Friday, 8am
to 6pm on Saturday.

23 November 2018

Dear Mrs Post

Re: 71 Henderson Court Fitzjohns Avenue London NW3 6NR

Your new fixed monthly Direct Debit

Thanks for setting up a fixed monthly Direct Debit to pay for your electricity.

Your Direct Debit details are below. If any information is incorrect, please get in touch with us. We've included the Direct Debit Guarantee for your reference.

Your Direct Debit

| | | |
|--------------------|------------------|---|
| Account name | Marjorie Post | |
| First payment date | 17 December 2018 | If you're due to make a payment on a bank holiday or weekend, we'll take it on the next working day. |
| Bank Sort Code | 50-30-03 | |
| Account number | ****9432 | |
| Payment amount | £25.00 | If you use more energy than expected or your prices change, your payments may also change. If this happens, we'll let you know. |
| Payment frequency | 15th | The date we'll take the payment each month. |

If you're struggling to pay

We're here to help so if you feel the payments aren't realistic for you please contact us.

We've also included details of where to go for free, confidential and independent advice.

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

CML/L7204

Important information

If you're changing supplier and you have an outstanding balance we may not let you change to another supplier until it has been paid.

If we're unable to collect your fixed monthly Direct Debit payment, we'll try to claim it within the next 14 days. If we're unable to claim this a second time we'll cancel your fixed monthly Direct Debit. We'll let you know if we do this.

We'll take your payments using the reference below (your account number):

- Reference: 010319033740
- Our service number: 757237

When we debit your bank account, 'E.ON' will appear on your statement.

Yours sincerely

E.ON Customer Service Team

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit, E.ON Energy Solutions Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request E.ON Energy Solutions Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by E.ON Energy Solutions Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when E.ON Energy Solutions Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Note that if the Direct Debit claim date falls on a weekend or bank holiday, payments will be claimed on the next working day.

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 |
| The number of payments left until your annual review | amount (£) |

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 300 8143
- 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 052 0000.

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?

We have a Code of Practice leaflet containing advice and guidance for paying your bills. This is available on our website at eonenergy.com

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

StepChange Debt Charity

Freephone (including mobiles) 0800 138 1111
www.stepchange.org

National Debtline

Freephone 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, 8am to 6pm on Saturday.

