



Your E.ON Energy bill explained

Info on whether your bill was estimated or based on an actual meter reading

Be aware: Providing regular meter readings to your supplier is the best way to keep your bills accurate and avoid under- or overpaying

Credit remaining after bill total was deducted from your account

Your customer or account number

Be aware: this will only be your current supplier's cheapest plan, and may not be the cheapest on the market

1.1 DF MDD statement

e-on Date 13 November 2013
This is not a tax invoice

Mr AB Smith
Mr M. Sample
123 Sample Road
London
N25 8YU

Your statement | The details | 1 of 2

Any questions?
Go to eonenergy.com/FAQ
Call our UK call centres 0345 052 0000
We're open Monday to Friday 8.00am until 8.00pm and Saturday 8.00am until 6.00pm.

Your account number **1234 5678 9012**

Your E.ON Points total is **9999**
Total for all your eligible E.ON tariffs on 11 Nov 13. You may have earned more points since this date.

Electricity and gas statement **estimated**

If your actual readings are very different to our estimates, go to eonenergy.com/readings or call us on 0345 052 0000

Before this statement	
Balance on last statement - 12 May 2013	£22.01 CR
Your payments - thanks	£300.00 CR
£50.00 CR on 06 Jun 13	£50.00 CR on 02 Jul 13
£50.00 CR on 03 Sep 13	£50.00 CR on 02 Oct 13
	£50.00 CR on 02 Nov 13

On this statement	
Electricity and gas charges - see back for info	£311.01
Discounts	£22.72 CR
Dual fuel £11.36 CR, Paperless billing £11.36 CR	
VAT at 5% on £288.29	£14.41

Your credit balance is **£19.31 CR**

You don't need to do anything - we'll let you know on an additional page or by letter if you're due a refund. If we've not refunded your credit balance, we'll carry this over to your next statement.

Each day at a glance

Electricity
You used
5.3 kWh on this bill
5.9 kWh this time last year

Gas
You used
11.8 kWh on this bill
14.3 kWh this time last year

Electricity average for last year is based on estimated reads. Gas average for last year is based on estimated reads.

Want to switch your tariff?
Go to eonenergy.com/tariff
Or call us on 0000 000 000

Could you pay less?

Your personal projections	Electricity	Gas
Electricity £999 for the next 12 months Based on your current tariff until it ends and then our E.ON EnergyPlan prices. Includes your discounts and VAT at 5%	Based on your current choices you could save £99 by switching to: · E.ON Energy Fixed 1 Year v8 You could save £99 by switching to: · E.ON EnergyPlan	Based on your current choices you could save £99 by switching to: · E.ON Energy Fixed 1 Year v8 You could save £99 by switching to: · E.ON EnergyPlan
Gas £999 for the next 12 months Based on your current tariff until it ends and then our E.ON EnergyPlan prices. Includes your discounts and VAT at 5%		

We'll tell you if you could save money again on every bill. E.ON tariffs can be withdrawn from sale at any time. Electricity calculations based on your estimated use. Gas calculations based on your estimated use. 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 on page 2. **Remember - it might be worth thinking about switching your tariff or supplier.**

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Your E.ON Energy bill explained - cont'd

Be aware: TCR is a tool with which to compare rates across suppliers. It takes into account factors a regular kWh doesn't, including standing charges and discounts

Your electricity meter number
(You may need this info to switch)

Your gas meter number
(You need this info to switch)

1.1 DF MDD statement

To get a large print, talking or Braille bill, call 0800 051 2193

Your statement | The details | 2 of 2

About your tariff You can use this info to compare your tariff with other tariffs

Electricity	Gas
Name E.ON Energy Fixed 1 Year v6	Name E.ON Energy Fixed 1 Year v6
Paying by Fixed Monthly Direct Debit	Paying by Fixed Monthly Direct Debit
Tariff ends 30 November 2014	Tariff ends 30 November 2014
Exit fee £50 - if you switch supplier before this tariff ends	Exit fee £50 - if you switch supplier before this tariff ends
Actual use 9,999 kWh in last 12 months	Estimated use 9,999 kWh in last 12 months

About your TCR

Electricity TCR	99.99p/kWh
Gas TCR	99.99p/kWh

You can use your TCR (Tariff Comparison Rate) as a guide to help you compare your tariff with others, from us or other suppliers. It's based on how you pay, your standing charge and unit rate, it includes your discounts and VAT at 5%. It's a guide only as it is based on Ofgem average use figures: electricity 3,200 kWh/year and gas 13,500 kWh/year. Your actual charges will depend on the energy you use. To find out about your tariff and how we work out TCRs, go to eonenergy.com/TCR or call us

Meter readings A = actual E = estimate C = customer

Period	Meter no.	Previous	Present	Rate	kilowatt hours
11 May 13 to 21 Aug 13	ABC12345	21756 A	22341 C	Normal	585
21 Aug 13 to 24 Oct 13	ABC12345	22341 C	22742 E	Normal	401

Gas readings How do we work out your gas? See below

Period	Meter no.	Previous	Present	Units used	kilowatt hours
11 May 13 to 21 Aug 13	XYZ67890	12033 A	12138 C	105 m ³	1172
<small>[105 units x 1.02264 (conversion factor) x 39.3 (calorific value) + 3.6 (to get kilowatt hours) = 1,172 kWh]</small>					
21 Aug 13 to 24 Oct 13	XYZ67890	12138 C	12229 E	91 m ³	1013
<small>[91 units x 1.02264 (conversion factor) x 39.2 (calorific value) + 3.6 (to get kilowatt hours) = 1,013 kWh]</small>					

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

The details

Electricity charges

E.ON Energy Fixed 1 Year v6

11 May 13 to 21 Aug 13		£101.25
Normal 585 kilowatt hours (kWh) used at 12.11p each	£70.84	
Standing charge - 102 days at 29.81p	£19.08	
21 Aug 13 to 24 Oct 13		£67.64
Normal 401 kilowatt hours (kWh) used at 12.11p each	£48.56	
Standing charge - 64 days at 29.81p	£19.08	
If you stop paying by Fixed Monthly Direct Debit, this standing charge will go up by £35 a year		

Gas charges

E.ON Energy Fixed 1 Year v6

11 May 13 to 21 Aug 13		£81.10
Gas 1172 kilowatt hours (kWh) used at 3.651p each	£42.79	
Standing charge - 102 days at 37.56p	£38.31	
21 Aug 13 to 24 Oct 13		£61.02
Gas 1013 kilowatt hours (kWh) used at 3.651p each	£36.98	
Standing charge - 64 days at 37.56p	£24.04	
If you stop paying by Fixed Monthly Direct Debit, this standing charge will go up by £35 a year		

Total charges

Total electricity and gas charges (excluding discounts and VAT)	£311.01
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E.ON Energy Solutions Limited Registered Office: Westwood Way, Westwood Business Park, Coventry CV4 8LG. Registered in England & Wales No: 3407430.

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/TBC or call us on 0345 303 3020.

Emergencies

Smell gas? Call 0800 111 999 - open 24/7
Power cut? Call 0800 052 0400 - open 24/7

Supply details

Electricity supply number:

S	01	123	4
	56	7890	1234 567

Electricity distributor Western Power Distribution 5th Waters Pl., Averbank, Feeder Road, Bristol, BS2 0TB

Gas meter point reference: 123456789

Gas distributor ESP Pipelines Ltd, Hazeldean, Station Road, Leatherhead, Surrey, KT22 7AA

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.

Independent help and advice
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 enquiries@os-energy.org, visit www.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. For free, independent, confidential and impartial advice visit www.adviceguide.org.uk or call the Citizens Advice consumer helpline on 0845 404 0506.

Your plan name
(You need this info to switch)

Tariff end date (if fixed)
Exit fee (if applicable)

Your annual electricity consumption
(You need this info to switch)

Your annual gas consumption
(You need this info to switch)

Your electricity unit rate

Your standing charge/day for electricity

Your gas unit rate

Your standing charge/day for gas