



Emergency numbers
 Power cut? Call FREEPHONE 105 - open 24/7
 Smell gas? Gas leak? Call 0800 111 999 - open 24/7
 To find out details of your gas transporter, please call 0345 366 5973
 Speech or hearing impaired customers
 Text relay: put 18001 in front of the phone number

Account no:
0160 8734 2590

Any questions?

Search E.ON help

0345 366 5973

Mon to Fri 8am to 8pm and Sat 8am to 6pm.

⚠ We didn't get your meter readings and so your bill is estimated. Search E.ON smart meter, visit the 'Smart meters bills' FAQ section, then click 'Why is my bill estimated?' for more guidance.

FXRB



Mr adrian Fernandez
73 Montreal Avenue
Bristol
Avon
BS7 0NJ

16 July 2020

Electricity and gas bill - estimated

Please give us your actual readings at eonenergy.com/readings

CR = credit

Credit balance from your last bill - 27 Jun 2020	£81.25 CR
Your payment on 28 Jun 2020 - thanks	£81.25 CR
Electricity and gas charges - see back for info	£243.90
VAT at 5% on energy used	£12.20

Please pay now

£93.60

It's important to pay your bill as soon as possible to avoid late payment fees.

We have a number of ways to pay, please see the next page for more details. If you're struggling to pay contact us and we can talk about the ways we can help.



Each day at a glance

Electricity - you used

39.5 kWh on this bill
 9.7 kWh this time last year

Gas - you used

5.6 kWh on this bill
 7.4 kWh this time last year

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

Could you pay less?



Your Personal Projections

Gas £295.59 for the next 12 months
 Based on your current tariff. Includes any discounts and VAT at 5%.

Electricity £1,006.56 for the next 12 months
 Based on your current tariff. Includes any discounts and VAT at 5%.

You can only sign up to our Fix Online tariff 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 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 in the 'About your tariff' section. You may also benefit from changing your energy supplier.



Gas

Based on your current choices you could save £62.15 by switching to:

- Fixed monthly Direct Debit

You could save £62.16 by switching to:

- Fix Online v40
- Fixed monthly Direct Debit



Electricity

Based on your current choices you could save £62.15 by switching to:

- Fixed monthly Direct Debit

You could save £85.87 by switching to:

- Fix Online v40
- Fixed monthly Direct Debit

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

About your tariff. Ofgem has a Confidence Code for online price comparison sites to make sure you get accurate and unbiased comparisons. You can find it at ofgem.gov.uk. You can use the information below to compare your tariff with other tariffs

⚡ Your electricity tariff	💧 Your gas tariff
Name E.ON EnergyPlan	Name E.ON EnergyPlan
Paying by On receipt of bill	Paying by On receipt of bill
Tariff ends No end date	Tariff ends No end date
Exit fee (only applies if you leave more than 49 days before your tariff ends)	Exit fee (only applies if you leave more than 49 days before your tariff ends)
No exit fee if you switch supplier	No exit fee if you switch supplier
Estimated use in the last 12 months Total 4,662 kWh	Estimated use in the last 12 months Total 4,747 kWh

For electricity and gas at 73 Montreal Avenue Bristol BS7 0NJ

Meter readings

Key C = customer A = actual E = estimate

⚡ Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
14 Jun 20 to 27 Jun 20	D11D07667	21140 E	22200 A	Normal	1060
27 Jun 20 to 9 Jul 20	19E5064966	00001 A	00112 A	Normal	111
9 Jul 20 to 15 Jul 20	19E5064966	00112 A	00167 E	Normal	55

💧 Gas readings

Period	Meter no.	Previous	Present	Units used	kilowatt hours
27 Jun 20 to 15 Jul 20	E6E02491131907	00000 A	00009 E	9 m ³	100

You can find the calculation we use at eonenergy.com/gascalculator - all gas suppliers use this calculation.

How much energy you have used

⚡ Electricity charges

E.ON EnergyPlan		
Usage charges		£226.22
14 Jun 2020 to 15 Jul 2020	Normal units used 1226 at 18.452p each	£226.22
Standing charges		£8.59
14 Jun 2020 to 14 Jul 2020	31 days at 27.717p	£8.59
You'd save money if you paid by fixed monthly Direct Debit. To find out more go to eonenergy.com/dd or contact us.		

💧 Gas charges

E.ON EnergyPlan		
Usage charges		£3.61
27 Jun 2020 to 15 Jul 2020	Gas 100 at 3.608p each	£3.61
Standing charges		£5.48
27 Jun 2020 to 14 Jul 2020	18 days at 30.46p	£5.48
You'd save money if you paid by fixed monthly Direct Debit. To find out more go to eonenergy.com/dd or contact us.		

Total electricity and gas charges (excluding any discounts and VAT) £243.90

Other ways to get in touch

Write E.ON Smart, PO Box 10148, Nottingham, NG8 9JN.

Moving home? Please read your meter, then search E.ON move or call us on 0345 366 5976

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

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meter, or if you're struggling to pay for the energy you use. This is a free, independent and impartial service. Visit citizensadvice.org/energy or call 03454 040506.

Extra help when you need it most

Our Priority Services Register offers a range of helpful services at no extra cost to you. So if you're of pensionable age, have a disability or are chronically sick, search E.ON PSR or call 0333 202 4760 and let's see if we can help.

Unhappy with our service?

We're sorry and we'd like to put it right.

You can contact us in 3 ways:

Email via eonenergy.com/contact, write to Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR or phone: 0345 366 5973.

We'll always try to resolve things straight away, but we'll let you know if we can't. If we've not sorted out your complaint within 8 weeks, we'll write to let you know. You can then pass your complaint to Ombudsman Services: Energy on 0330 440 1624, email: osenquiries@os-energy.org, visit:

www.ombudsman-services.org/sectors/energy or write to: PO Box 966, Warrington WA4 9DF. This is a free, independent and impartial service. Any decision reached by the Ombudsman that you accept is binding on us, but not on you. For more information, search E.ON complaint

Supply details

Electricity supply number:

S	01	801	010
	22	0004	0823 810

Electricity distributor Western Power Distribution Sth West plc, Avonbank, Feeder Road, Bristol, BS2 0TB

Gas meter point reference: 7510808305

Gas distributor Independent Pipelines Limited, Energy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP

Electricity source

This table includes both residential and small business figures from 1 April 2018 to 31 March 2019.

From 9 July 2019, all our residential customers get 100% renewable electricity as standard.

Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)*
Coal	7.1	7.3	5.2
Natural Gas	48.3	49.5	41.4
Nuclear	14.5	14.9	18.7
Renewable	27.0	25.2	32.8
Other	3.1	3.1	1.9
Totals	100	100	100

For more information search E.ON fuel mix

* 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

How to pay



The E.ON Energy app
Our app is an easy way to pay your bill. You can also send us meter readings, view your bills and get free energy saving tips. Our app is available for both Apple and Android phones. Search E.ON app for more details.



By debit or credit card
Search E.ON pay bill or call us on 0345 052 0000.



Telephone/internet banking
Tell your bank: our bank sort code 60-80-09, our bank account number 36166103 and your E.ON account number which is 0160 8734 2590.



Paying at the Post Office and other outlets
At any Payzone outlet
At any PayPoint outlet
By cash or cheque at any Post Office.



At a bank
Take the slip below, with your cash or cheque to your own bank or any Natwest bank (other banks may charge). Make cheques payable to 'E.ON' and write your E.ON account number, 0160 8734 2590 on the back.



By post
Make cheques payable to 'E.ON' and write your account number, 0160 8734 2590 on the back. Post cheques with this slip below to E.ON, PO Box 123, Nottingham, NG1 6HD . Please don't send us cash through the post.



Help when you need it

If you, or someone you care for are struggling to pay an energy bill, call us on 0345 301 5882 as soon as possible. We can talk about the ways we can help.

Your QR Code



There's no information included within this code that isn't already on your bill. It gives you a quick way to look at your annual energy use and current tariff on your smartphone, and share this with a chosen third parties, such as an advice centre or comparison service.

Glossary

kWh or kilowatt-hour -This is how we measure energy. For 1 kWh you can use a kettle ten times or use a laptop for 48 hours. Some suppliers call this a 'unit'.
Standing charge - This is a fixed daily amount you pay your supplier. It covers things like maintenance and meter reading, which need to carry on even if you don't use any energy at all.
Tariff - This is what we call the package of charges and conditions you sign up for.

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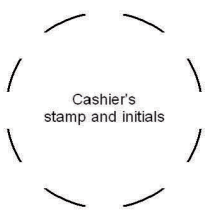
158
288
24

Reference
016087342590 994

E.ON
Credit account number
157 8464

Amount due
(No fee payable at PO counter)
£ 93.60
Cheques payable to POST OFFICE LTD

bank giro credit



6331260160873425904

NatWest Collection A/C, E.ON Energy Solutions Limited
57-84-64

Signature _____
Date _____

Cash		
Cheque		
£ _____		

Please do not write below this line or fold this payment slip

