



Emergency numbers

Power cut? Call **FREEPHONE 105** open 24/7

Smell gas? Gas leak? Call **01359 243311** open 24/7

Speech or hearing impaired customers

Text relay: put **18001** in front of the phone number

FXRB

Mr Kian Mohammadi
345B High Street North
London
E12 6PQ

Account no:

0216 3318 3857

Any questions?

Search E.ON help

0345 052 0000

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

As you have a smart meter we'll automatically receive your meter readings. After your next quarterly bill, we'll start to send you monthly bills.

12 December 2023

Electricity and gas bill

CR= credit

Balance on last bill 12 Dec 2023	£0.00
Electricity and gas charges - see back for info	£54.46
VAT at 5% on energy used	£2.90

Please pay now

£57.36

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

Gas- you used

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 £460.29 for the next 12 months

Based on your current tariff until it ends and then our E.ON EnergyPlan prices. Includes any discounts and VAT at 5%.

Electricity £728.22 for the next 12 months

Based on your current tariff until it ends and then our E.ON EnergyPlan prices. 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 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. You may also benefit from changing your energy supplier.**



Gas

You could save £92.00 by switching to:

- Fix Online v41
- Fixed monthly Direct Debit





Electricity

You could save £92.00 by switching to:

- Fix Online v41
- 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](https://www.ofgem.gov.uk). You can use the information below to compare your tariff with other tariffs

 Your electricity tariff	 Your gas tariff
Name Fix 2 Year v3	Name Fix 2 Year v3
Paying byOn receipt of bill	Paying byOn receipt of bill
Tariff ends28 March 2023	Tariff ends28 March 2023
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	Estimated use in the last 12 months
Day 2,673 kWh	Total 9,084 kWh
Night 604 kWh	
Total 3,277 kWh	


For electricity and gas to 345B High Street North, London, E12 6PQ

Meter readings

Key C= customer A = actual E = estimate

⚡ Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
7 Sep 21 to 7 Oct 23	D12W744668	15496C	15982 C	Normal	225
7 Sep 21 to 7 Oct 23	D12W744668	03780 C	03812 C	Normal	26



Gas readings

Period	Meter no.	Previous	Present	Units used	kilowatt hours
07 Sep 23 to 7 Oct 23	E6S02018921256	04418 C7 C	04532 C	24 m³	332


• 21 units x 1.02264 (conversion factor) x 38.9 (calorific value) ÷ 3.6 (to get kilowatt hours) = 232 kWh•

You can find the calculation we use at [eonenergy.com/gascalculator](https://www.eonenergy.com/gascalculator) - all gas suppliers use this calculation.

How much energy you have used

⚡ Electricity charges

Fix 2 Year v3	ends 28 Mar 2023
Usage charges	£37.64
07 Sep 2023 to 07 Oct 2023 Normal units 225 at 18.98p	£37.64
each Standing charges	£7.90
07 Sep 2023 to 07 Oct 2023 31 days at 23.23p	
£7.20 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	
Fix 2 Year v3	ends 28 Mar 2023
Usage charges	£9.24
07 Sep 2023 to 07 Oct 2023 Gas 332 at 4.24p	£10.84
each Standing charges	£9.08
07 Sep 2023 to 07 Oct 2023 31 days at 23.23p	£6.32
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)	£57.36
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Other ways to get in touch

Write E.ON, Customer Service Centre, PO Box 7750, Nottingham, NG1 6WR.
Moving home? Please read your meter, then search E.ON move or call us on 0345 303 3020
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 0808 223 1133.

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 052 0000
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: os-enquiries@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	02	811	100
	19	0009	0799 845
Electricity distributor UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA			
Gas meter point reference: 7619465410			
Gas distributor Gas Transportation Company, Palmer House, Unit 23 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