

Your questions answered

Does this bill use more paper?

Even though we've added extra information to your bill, most of our customers will still be getting the same number of pages as before. However, if you'd prefer not to receive a paper bill, you can sign up for online billing at eonenergy.com/register

Has anything else changed?

No. Our prices, the way your plan works, our contact details, how to pay - everything is the same as before. It's just the bill design that has changed.

What if I have a question?

You can find more information about the new bill design, including a demo, at eonenergy.com/yournewbill

If you'd like to ask us anything, please look on the back of the first page for details of how to contact us. We'll be happy to help.

For more questions and answers, please go to eonenergy.com/newbillfaqs



Designed by you

Our new bill design is based on what you've told us.

e-on



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We've created a more helpful bill

After extensive research with our customers, we've created a bill that gives you more information about:

- how you use your energy
- your plan and the discounts you get from us
- how much your energy is going to cost over the next year.

All these changes are designed to help you keep an eye on your account and your energy usage, so you can be confident that you're getting the best deal from E.ON.

**This leaflet shows you the highlights of the new bill.
We hope you like it.**

You can get a tour of the new design at
eonenergy.com/yournewbill



If you have a minute

All your details on one page

If you're pushed for time, this page tells you everything you need to know in one go. Here's where you can find:

- all your account details
- your discounts and rewards
- your meter readings, and
- how much you need to pay.


1 About your plan With all the great deals that we offer, it's important that you can easily keep track of your plan. This panel gives you the information you need, and also tells you how much energy you've used this time. Please note: the name of your plan may have changed, but your prices are still the same (unless you've had a separate price change, which we'll have told you about).

2 Some extras from us This panel shows you the benefits you've received this time, including your discounts. If you decide to change to paying by fixed monthly Direct Debit, you'll get a higher discount, which will also appear here. To set up a fixed monthly Direct Debit, just call us on **0845 302 4317**.

3 Your readings We use this space to show you the readings we've used to work out your bill. We'll also tell you clearly if we've used an estimated reading.

4 The bottom line Couldn't be simpler - what you need to pay, and when.





Mr AB Sample
10 Example Street
Anytown
Countyshire
AB12 3CD

Date of bill
22 January 2010
We sent your last bill
on 14 October 2009
This is not a tax invoice

Any questions?
Call us on
0845 052 0000
Monday to Friday 8am to
8pm and Saturday 8am to
6pm. All our call centres
are in the UK
→ **Your account number**
1234 5678 9012

Your electricity and gas bill

Your energy & plan
Your plan
E.ON Track and Save 3
Your plan end date
1 February 2011
You've used
517 kWh of electricity 1
2464 kWh of gas
These figures are based
on your readings

Discounts & rewards
Your discounts
3% for paying promptly

£5.33 2
credit

Please pay now
To continue to get a
3% discount off your bill
for paying promptly,
please pay by 5 February

£181.02 4

→ **We've used your meter readings** 3
Electricity: read by you 21 Jan 10
⊛
Gas: read by you 21 Jan 10
⊛


Say goodbye to your paper bill
Sign up to manage your account online at eonenergy.com/register and you could make this the last paper bill you get from us.

Girobank Girobank plc Merseyside G1R 6AA

Reference: Credit account number:

Amount due:
No fee payable at PO counter

Cashier's stamp and initials:

bank giro credit 

By transfer from
Alliance and Leicester/Giro account number

Cash:
Cheque:

Signature: _____ Date: _____

£ _____

Cheque payable to POST OFFICE COUNTERS LTD

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

Want to know a little more?

Everything you need to check your bill in detail

This page shows you exactly how we worked out your bill, our contact details if you need to get hold of us, and how to pay your bill.

It also tells you how much energy you used last year, so you can see whether your usage has gone up or down, and forecasts how much your energy will cost in the next 12 months.

To explore the new design further, see our online guide at eonenergy.com/yournewbill



1 Getting in touch Here are all the details you need to get hold of us, whatever the reason. You'll find all the details you need to pay your bill here too.

2 How we worked out your bill This panel shows you the story behind the figures on the front page, including the payments we've received from you. Your meter readings are on the right.

3 Useful facts and figures This panel gives you plenty of useful information about how you use energy, including how much you used last year compared with this year. We've also shown you what we expect your energy will cost next year. We base this on:

- the amount of energy you've used in the previous 12 months
- the current prices on your plan.

Please note: if you've been with us for less than a year, this panel won't appear.

4 Your supply details We've made this important information clearer and easier to find.

Contacting us **1**

Any questions? Call us on 0845 052 0000

Monday to Friday 8am to 8pm and Saturday 8am to 6pm. All our call centres are in the UK

Go to eonenergy.com to email us or find answers to frequently asked questions.

Write to E.ON, PO Box 7750, Nottingham, NG1 6WR.

Minicom 0800 056 6560 textphone suitable for deaf customers.

Moving home? Please read your meter, then call us on 0845 303 3020.

Emergencies

Smell gas? Call 0800 111 999 - open 24/7

Power cut? Call 0800 783 8866 - open 24/7

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

Our commitment to you

If we ever fail to give you the high standards of service you expect from us, please call us so we can put things right.

Step 1 Call our specialist Complaint Advisors on **0845 300 6301** to discuss your complaint.

Step 2 If they are unable to resolve your complaint, please ask to speak to a manager.

Step 3 We would very much hope that your complaint will have been resolved by this stage, however please contact the dedicated team at our Directors' Office on **0845 302 4340**, or email DirectorofCustomerService@eonenergy.com or write to our **Customer Service Director at E.ON, PO Box 9069, Nottingham, NG1 9BU.**

If you have followed each of the above three steps and we have still not managed to resolve your complaint within 8 weeks, you can contact the Energy Supply Ombudsman on 0330 440 1624.

Other information For clear, practical consumer advice, contact Consumer Direct on 0845 404 0506 or at consumerdirect.gov.uk

How to pay

By debit card Call us on 0845 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 1234 5678 9012.

At a bank Pay by cash or cheque at your bank or at Natwest (other banks may charge). Make cheques out to 'E.ON' and write '1234 5678 9012' (your E.ON account number) on the back.

By post Make cheques out to 'E.ON' and write '1234 5678 9012' (your E.ON account number) on the back. Post cheques with this slip to **E.ON, PO Box 123, Nottingham, NG1 6KD.**

You can also pay at any Post Office by cash or cheque. Or by cash at any Payzone and PayPoint outlet.

E.ON Energy Limited Registered Office: Westwood Way, Westwood Business Park, Coventry CV4 8LG. Registered in England & Wales No: 3407930. For training purposes, we may record calls from time to time.

→ Your bill total - how we worked it out

	£
Total to pay on your last bill on 14 Oct 2009	= 134.12
Payments ▶ on 20 Oct 2009 - thank you	= 134.12 credit
Electricity	
517 kilowatt-hours (kWh) used ▶ see readings on the right	
first 219 kWh at 22.84p each	50.02
next 298 kWh at 8.71p each	25.96
	= 75.98
Gas	
2464 kilowatt-hours (kWh) used ▶ see readings on the right	
first 734 kWh at 6.214p each	45.61
next 1730 kWh at 3.245p each	56.14
	= 101.75
Your usage	= £177.73
Discounts ▶ 3% for paying promptly	= 5.33 credit
VAT ▶ at 5% on £172.40 (which is £177.73 minus £5.33)	= 8.62
Please pay now	= £181.02

Tracking your energy usage **3**

How much do I use every day?

- Electricity: 5.8 kWh currently (it was 4.6 kWh this time last year)
- Gas: 24.6 kWh currently (it was 45.2 kWh this time last year)

Your electricity average for last year is based on estimated readings. Your gas average for last year is based on estimated readings.

How much did I use in the last 12 months?

- Electricity: 1,898 kWh
- Gas: 8,904 kWh

From Feb 09 to Jan 10. Your electricity usage is based on estimated readings. Your gas usage is based on estimated readings.

How much will my energy cost?

- Electricity: £239 in the next 12 months
- Gas: £375 in the next 12 months

We've based these forecasted costs on your usage in the last 12 months and your current prices. Our calculation is below:

- 1 Forecasted electricity usage of 1,898 kWh at your current prices of: first 500 kWh each year 22.84p each, next kWh 8.71p each
- 2 Forecasted gas usage of 8,904 kWh charged your current prices of: first 2680 kWh each year 6.214p each, next kWh 3.245p each
- 3 3% discount for paying promptly
- 4 VAT rate of 5%.

Meter readings

⚡ Electricity

019717 read by you 21 Jan
019200 read by us 22 Oct
= 5 1 7 kilowatt-hours

🔥 Gas

006717 read by you 21 Jan
006639 estimated 14 Oct
= 7 8 cubic feet
or 2 4 6 4 kilowatt-hours

Why do you change my gas into kilowatt-hours?

We measure the gas you use in hundreds of cubic feet, but like all suppliers we charge for gas in kilowatt-hours. You can find the calculation we use to do this below, but our customers tell us that this industry standard is confusing and hard to understand, so if you'd like to find out more, visit eonenergy.com/gascalculator.

- 1 hundreds of cubic feet of gas used = 78
- 2 convert cubic feet to cubic metres x 2.83
- 3 multiply by conversion factor x 1.02264
- 4 multiply by calorific value x 39.3
- 5 convert this into kilowatt-hours = 3.6
- 6 giving kilowatt-hours used = 2464

We think your meter measures your gas in hundreds of cubic feet - that is, it's an imperial meter - so this is how we're billing you. However, if you're unsure, you can check if you have a metric or imperial meter at eonenergy.com

4 Your supply details

⚡ Electricity

Electricity distributor: SEEBOARD plc, PO Box 5050, Worthing, West Sussex, RH11 9BH
Meter serial number: 1234567890
Supply number:

S 01 123 4
56 7890 1234 567

🔥 Gas

Gas distributor: Transco Ltd, Distribution Commercial, NGT House, Warwick Technology Park, Gallowes Hill, Warwick CV34 6DA

Meter serial number: 1234567890

Meter point reference:

1234567890