

## On controlling your bills

DON'T YOU JUST HATE  
GETTING YOUR  
ENERGY BILL!

NOT REALLY, WITH  
DIRECT DEBIT I KNOW  
EXACTLY WHAT I'M  
GOING TO BE PAYING.



Our Direct Debit scheme explained  
Helping you control your energy bills. We're on it

# Our Direct Debit scheme explained

Monthly Direct Debit is a convenient, safe and easy way to pay for your energy and spreads the cost of your bills over the year. What's more, paying by Direct Debit saves you money by giving you discounts<sup>1</sup> on your energy bills.

## How our Direct Debit scheme works

Energy bills vary over the year and tend to be bigger in the winter than the summer, but with Direct Debit you pay the same amount each month, making budgeting easier. To ensure you always pay the right amount to cover your bills, we review your Direct Debit payments regularly. If we need to increase or decrease your payment amount, we'll let you know at least 10 days in advance.

## Your Direct Debit payments

When we calculate how much your monthly payments need to be, we base this on your last 12 months' meter readings. This shows us how much energy you have used. If we don't have a year's worth of readings we'll use estimated readings or other information, such as details about the property, to estimate how much energy you will use in the future.

If you have an outstanding bill, you may be able to include this in your monthly Direct Debit payments.

We'll calculate how much you will need to pay until your Annual Review date in spring (April, May, June).

This amount is then divided into equal monthly payments. Any credit you build up over the summer, will be used to pay for the increased amount of energy you use during the winter.

## Your statements

You will usually receive statements twice a year - in spring and in autumn.

However, if you would prefer to receive statements every quarter, you can register to manage your account online at [eonenergy.com/onlineaccount](http://eonenergy.com/onlineaccount)

If your Direct Debit payment needs to change, we'll send you an additional statement.

We'll confirm any changes to your Direct Debit payments in writing at least 10 days before we make any change.

# On saving money

I'VE WORKED REALLY HARD, I'VE SHED TWO POUNDS.



I'VE DONE ABSOLUTELY NOTHING AND SHED £££'S, THANKS TO PAYING BY DIRECT DEBIT.

## Your Annual Review

During your Annual Review we'll look at your account and decide whether your Direct Debit payments need to change to cover your energy use for the next year. We try to make sure you have nothing else to pay by the time your next Annual Review comes around.

## If money is owed to you

If we find your account is in credit by £5 or more at the time of your Annual Review (and we have received an actual meter reading within the last six months), we'll automatically refund the amount into your bank account. If we haven't done this at your Annual Review, please call us with your meter readings and we'll work out if any money is owed to you.

## If you owe us money

If your account is in debit at the time of your Annual Review, we'll calculate your Direct Debit payments for the following 12 months and include the outstanding balance. If you want to pay your outstanding balance in full, please call us on 0845 302 4317.

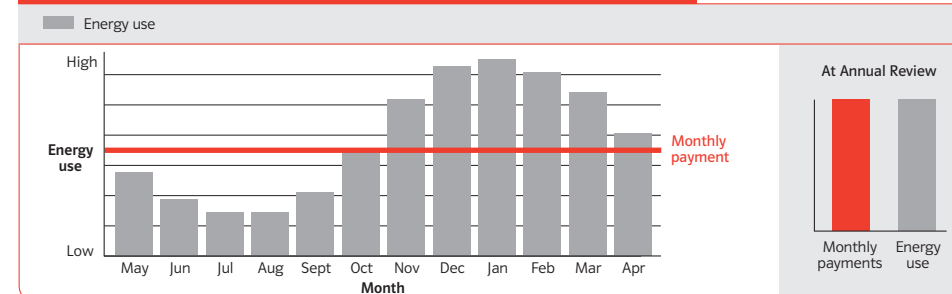
If you need to agree a different payment arrangement, please call us on 0845 302 4317 and we'll consider your circumstances when working out the right payment amount for you.

## Helping with your enquiries

If you want to talk to us about Direct Debit, please call us on 0845 302 4317.

Lines open 8am to 8pm Monday to Friday, 8am to 6pm Saturday.

## Comparing energy use with Direct Debit payments



<sup>1</sup> Discounts are not payable on final bills.