



Time is money

Here's how you can save both

e-on

Your details

This leaflet covers the main questions our business customers ask us and we hope you'll find it useful. We've given you space below to record your account details, so you'll have them to hand should you need to refer to them quickly in the future.

Site name

Meter reference number

Account number

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We're making it **easier for you** to do **business with us**

As one of the UK's largest energy providers, we think it's important to keep listening to our customers. We understand you want to spend less time managing your energy and more time running your business.

We've developed this short guide to cover the topics our business customers regularly ask us about. This will help answer any questions you may have and can be used for reference should you need it in the future. It's also a reminder of the many ways we can help you get more from your energy, including an online system that puts you in complete control of your account. This all adds up to help you save time and money.

Quickly see exactly what you're spending with your easy to follow bill

e-on

Date of Bill
6 August 2009
This is not a tax invoice

Any questions?
Call us on
0845 055 0065
Monday to Friday 8.00am until
7.00pm and Saturday 8.00am until
2.00pm
Account number
0101 7360 4570

Mr Sample
10 Sample Lane
Sampletown
Sampleshire
SPL 1NU

Electricity statement
For electricity supplied to 10 Sample Lane, Sampletown, SPL 1NU
Date of this statement 6 August 2009 (We sent your last statement on 13 May 2009)

We have estimated your reading
Latest electricity reading 5000 estimated on 6 August 2009.

Your account balance is £120.00 in debit
This was your account balance on 6 August 2009

We need to change your monthly Direct Debit to £60.00
We've reviewed your payments. To make sure that you're not paying too much or too little for your electricity, we regularly review your payments, using your current prices and previous energy use. We've calculated that we need to change your monthly Direct Debit to £60.00.
You don't need to do anything. We'll start taking your new amount automatically on 16 September 2009.

See the back for a summary

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For illustrative purposes only

1 Your account number

We'll always ask for this when you call us or register online.

2 Your estimated meter readings

Sometimes we need to provide an estimate based on your previous usage. You can check how accurate this estimate is by making a note of the actual reading on your meter. Your bill doesn't need amending if:

- for electricity - your actual reading is within 250 units of the estimated figure on your bill
- for gas - the difference is within 45 units for a 4 or 6 dial meter and within 120 units for a 5 dial meter.

→ **Want to provide us with an up to date meter reading? Just visit eonenergy.com/businessreadings You can submit readings and also register as an online customer.**

3 Direct Debit payments

Save time by registering as an online customer and setting up a Direct Debit payment. Just visit eonenergy.com/registermybusiness

Want a refund on your credit balance?

Your balance is likely to be in credit at certain times of the year. You may need these credits later (eg when your usage goes up during winter), so we recommend waiting to review your payments until your Annual Review in spring.

4 Have your payments changed?

We regularly review your Direct Debit to make sure you're paying the right amount. Any new calculations will be based on this and will help you:

- repay any balance
- cover the cost of the energy we think you'll use up until your Annual Review in spring
- protect you from ending up with a large bill later.

What your amended bill means

Summary

Step 1 – We cancel the charges from earlier bills	Total £
Cancelled electricity charges* from bill on 30 Jun 09	497.69 CR
Cancelled Climate Change Levy 372kWh at 0.47p	17.51 CR
Step 2 – We then recalculate your amended charges	
Amended electricity charges	297.68
Cancelled Climate Change Levy 226kWh at 0.47p	10.63
Difference between cancelled and amended charges	206.69 CR
VAT @ 17.5% on £206.69 CR	36.16 CR
Total charges including VAT	2397.02 CR
Account balance from your last bill on 30 June 2009	2,093.56
Please pay	1,855.64

How does this bill work?

Step 1 We cancel the electricity charges from your earlier bills, and credit all these charges back to you.

Step 2 We recalculate your amended electricity charges from these earlier readings up to your latest readings. They will calculate VAT on the difference between your cancelled charges and amended charges. Finally, we include the balance from your last bill – we have to do this, as it includes any payments you made (the charges on your last bill were credited back to you as part of your cancelled charges).

Key

CR = credit amount

Climate Change Levy has been applied to usage except that subject to 5% VAT or exempt by a Supplier Certificate.

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Contacting us

Any question? Call us on **0845 055 0065**

Monday to Friday 9am until 7pm and Saturday 8.00am until 2.00pm

Go to economy.com or email us and for VAT

Write to: Business Customer Service, E.ON Energy Ltd, Redwood House, 49 Abchurch Street, Nottingham, NG1 4PS

0800 555 0560 (telephone suitable for deaf customers)

Moving premises? Call us on 0845 393 4881

You can meet your meter as to how doing before you move.

Our commitment to you

If we fail to deliver the standard of service you expect, we want to know about it so that we can act on it.

Step 1 Call our specialist Complaint Advisors on **0800 393 4881** to discuss your query.

Step 2 If our Complaint Advisors are unable to resolve your query, please ask to speak to a manager. They will independently assess your complaint and do what they can to resolve things to your satisfaction.

Step 3 We would very much hope that your query will have been resolved by this stage, however if you are still dissatisfied or unhappy, you can contact our **Customer Service Director, E.ON, Griffin Court, Phoenix Business Park, Nottingham, NG2 1AP** or email:

businesscustomerdirector@economy.com

We will carry out a full review and respond to you within ten working days. If you have followed all the above steps then we will be required to resolve your complaint within 8 weeks, you can contact the Energy Ombudsman on 0800 050 2100 if you consume up to 55,000 kWh of electricity or 200,000 kWh of gas per annum or employ fewer than 10 employees.

Emergencies

Power out? 0800 793 8838

24 hours a day, 7 days a week, you can report a power outage to E.ON Energy Frontline, Energy FM 44.

Small gas? 0800 111 999

- 1 First, we credit back the previous units, standing charges and, if applicable, Climate Change Levy charges.
- 2 This is the amount you should have been charged, covering the period of your cancelled bills to the latest reading. You'll find the breakdown of these costs on your amended readings and charges.
- 3 This figure is the difference between your cancelled charges and your amended charges, which you'll find on your amended readings and charges page.

- 4 If you use over the threshold of 145kWh per day of gas or 33kWh of electricity, you'll see a VAT charge of 17.5% for the Climate Change Levy. If you use under this threshold, you'll see charges of 5% on your bill instead.

How to pay

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 account number) on the back.

By post Make cheques out to E.ON and write "1234 5678 9012" (your account number) on the back. Post cheques with this to **E.ON, PO Box 153, Nottingham, NG1 4JD**.

By debit card Call on 0845 055 0065.

You can also pay

- 1 by any PIN/debit outlet
- 2 by cash at any PayPoint outlet
- 3 by cash or cheque at any Post Office.

Information on your electricity source

The electricity you supply is produced using different fuel types, as shown in this table.

The source of our electricity	
Coal	34.7%
Oil	1.0%
Natural gas	22.5%
Nuclear	16.2%
Renewable	25.6%
Other	1.0%

→ For more information go to www.economy.com/energy or contact our customer service on 0800 555 0560. Data from 1 April 2007 to 31 March 2008

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For illustrative purposes only

Putting you in control

Manage your account online



Want to save even more time and effort in managing your energy?

By registering as an online customer, you'll have the convenience of access to your account, 24 hours a day, 7 days a week.

You can keep your account fully up to date by providing your own meter readings, viewing and downloading your bills and checking the status of your energy payments whenever you want. You can set up a monthly Direct Debit with payments coming out at a time to suit you. We'll also keep you updated with email reminders for meter readings and bills.

This all helps to save your business valuable time and money.

Register today as an online customer at eonenergy.com/registermybusiness

→ Have any further questions?

We've recently updated our online FAQs, so if you need to find a quick answer to a question, simply visit eonenergy.com/businessfaqs

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eonenergy.com/business