

## Your questions answered

### Has anything else changed?

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

### Can I receive my statements online?

If you'd prefer not to receive a paper statement, please sign up for online billing at [eonenergy.com/register](http://eonenergy.com/register)

### What if I have a question?

You can find more information about the new statement design, including a demo, at [eonenergy.com/yournewbill](http://eonenergy.com/yournewbill)

If you need to ask anything about the new design, 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](http://eonenergy.com/newbillfaqs)

## Designed by you

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

# We've created a more helpful statement

## Here's the statement you asked for

After extensive research with our customers, we've created a statement that gives you more information, but in a clearer way. We hope you like it.

The extra information will 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.

## All your details on one page

If you're pushed for time, the first page tells you everything you need to know in one go. Here you'll find:

- all your account details
- your discounts and rewards
- your meter readings, and
- information about whether your fixed monthly Direct Debit needs to change.

**1 About your plan** With the great deals that we offer, it's important that you can keep track of your plan. This panel shows you all the details, as well as 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 Your payments** A clear list of the payments we've received.

**3 Some extras from us** This panel shows you the benefits you've received this time, including your discount for paying by fixed monthly Direct Debit.

**4 The bottom line** Couldn't be simpler - your new balance.

**5 About your fixed monthly Direct Debit** When we review your fixed monthly Direct Debit, this panel tells you what's happening with your payment. You may also get a letter explaining any change.

**6 Your readings** We use this space to show you the readings we've used to work out your costs. We'll also tell you clearly if we've estimated a reading.

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**e.on**

Mr AB Smith  
10 Example Street  
Anytown  
Countyshire  
AB12 3CD

**Date of statement**  
22 January 2010  
We sent your last statement on 14 July 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 annual review

Your Direct Debit doesn't need to change - see below for details

**Your energy & plan** **1**

**Your plan**  
E.ON Track and Save 3

**Your plan end date**  
1 February 2011

**You've used**  
855 kWh of electricity  
3917 kWh of gas  
These figures are based on your readings

**Your payments** **2**

**Thanks for the payments since your last statement**

You've paid £52.00 on:

- 7 Aug 09
- 2 Oct 09
- 6 Nov 09
- 4 Dec 09
- 8 Jan 10.

**£312.00**  
credit

**Discounts & rewards**

**Your discounts**  
6% for paying by fixed monthly Direct Debit + 2% for having electricity and gas with us

**£22.99** **3**  
credit

**Your new balance - you're in debit** **4**

We took this balance into account when we reviewed your monthly Direct Debit.

**£8.36**

**Your Direct Debit doesn't need to change** **5**

We've reviewed your payments using your current prices and previous energy usage. We've calculated that your monthly Direct Debit of £52.00 doesn't need to change. It should repay your balance of £8.36 and cover the cost of the energy we think you'll use until your next annual review.

**To find out more, see the FAQs on page 5.**

**→ We've used your meter readings** **6**

**Electricity:** read by you 21 Jan 10  
1 9 7 1 7

**Gas:** read by you 21 Jan 10  
6 7 1 7

0201

# Look here for the full story

## Everything you need to check your statement

If you're interested in the story behind the figures on the front page, this page gives you the information you want. You'll find full details of how we worked out your balance and your energy costs here.

This information may continue onto the back of the page, particularly if we supply both your electricity and gas.

**1 Your payments and balance** This is where we list out your payments and show your balance from last time.

**2 How we worked out your energy costs** This section shows how much energy you've used and how we worked out the cost. Your meter readings are shown on the right.

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



# e.on

Date of statement  
22 January 2010  
This is not a tax invoice

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### Any questions?

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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

## The details

### → Your last statement 1

	£
Your balance on your last statement on 14 July 2009	= 42.75
Your payments - thanks	
7 Aug 09	52.00
4 Sep 09	52.00
2 Oct 09	52.00
6 Nov 09	52.00
4 Dec 09	52.00
8 Jan 10	52.00
	= 312.00 credit
<b>Your balance up to this statement</b>	<b>= £269.25 credit</b>

### → Your electricity costs - how we worked them out 2

	Total £
14 July 2009 to 22 October 2009	
<b>338 kilowatt-hours (kWh) used</b> ▶ see readings on the right	
first 143 kWh at 22.84p each	32.66
next 195 kWh at 8.71p each	16.98
	= 49.64
22 October 2009 to 21 January 2010	
<b>517 kilowatt-hours (kWh) used</b> ▶ 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
<b>Your electricity usage</b>	<b>= £125.62</b>

### Electricity readings

**14 July 2009 to 22 October 2009**  
     read by you 22 Oct  
     read by you 14 Jul  
 = 3 3 8 kilowatt-hours

**22 October 2009 to 21 January 2010**  
     read by you 21 Jan  
     read by you 22 Oct  
 = 5 1 7 kilowatt-hours

**3 Your electricity supply details**  
 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

Continued on the back →

# Want to know a little more?

## Helping you stay up to date

Once a year, we'll send you our new key facts page. It's packed with useful information to help you keep an eye on how you use energy, as well as suggestions for how to save more. You'll also find a forecast of your energy costs for the next 12 months.

We hope you find this new page interesting and useful.

Please note: if you've been with us for less than a year, you won't get a key facts page this time.

To explore the new design further, see our online guide at [eonenergy.com/yournewbill](http://eonenergy.com/yournewbill)



- 1 Our forecast of your costs** Here, we show 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.
- 2 How your plan stacks up** This panel gives you lots of useful information about your plan, including the discounts you receive and how your plan compares to our Standard plan.
- 3 More ways to pay less** If you want any help with saving energy – and money – we're happy to help. You'll find more details here.
- 4 Picking an energy supplier** This section tells you where you can find useful information about changing your energy supplier.

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## Your key facts

We like to keep you up to date annually about your energy costs and your plan. We'll send your key facts every year.

### 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

Date of key facts  
22 January 2010



### Ways to lower your energy bills

We can help you save both energy and money by becoming more energy efficient.

For great ideas, including our free Energy Saving Challenge which could save you up to £200\*, go to [eonenergy.com/savingenergy](http://eonenergy.com/savingenergy).



### Choosing your energy supplier

We're always aware that you can switch energy supplier if you want to do so, and want to thank you for choosing us.

Switching won't affect your supply and you can get clear, practical advice from Consumer Direct on 0845 404 0506, or at [consumerdirect.gov.uk](http://consumerdirect.gov.uk)

If you want to switch supplier, you will need to pay any outstanding balance before you can switch.

\* Average saving achieved by implementing measures identified from 1,395 customer completed energy efficiency surveys between 1 November 2008 and 21 January 2009.

### Your energy

<b>1 How much energy do you estimate I will use in the next 12 months?</b>	Electricity ▶ 1,898 kWh used at a cost of £239
	Gas ▶ 8,904 kWh used at a cost of £375
	See your bill for how we worked these figures out.
<b>Could I use less and save?</b>	We may be able to help you – we can help you find ways to use less energy and save money by being more energy efficient
	Go to <a href="http://eonenergy.com/savingenergy">eonenergy.com/savingenergy</a> for ideas, including our free Energy Saving Challenge which could save you up to £200*

### Your plan

<b>What plan am I on?</b>	E.ON Track and Save 3		
<b>When does my plan end?</b>	1 February 2011		
<b>Do I have a cancellation fee?</b>	No		
<b>How much do I pay?</b>	Electricity	First 500 kWh each year	22.84p each
		Next kWh	8.71p each
	Gas	First 2680 kWh each year	6.214p each
		Next kWh	3.245p each
<b>What discounts do I get?</b>	6% for paying by fixed monthly Direct Debit – that's the same as about three weeks of free energy each year		
	2% for having electricity and gas with us		
<b>How does my plan compare to your Standard plan when paying by fixed monthly Direct Debit?</b>	Electricity – on this plan the prices are 11.26% cheaper than our standard prices		
	Gas – on this plan the prices are 4.12% cheaper than our standard prices		
	These electricity and gas percentages are based on average consumption of 3,300 kWh of electricity and 20,500 kWh of gas, your consumption may differ from this.		
<b>Could I save even more on my current plan?</b>	You already pay by Direct Debit, which is our cheapest way to pay. And you already take both electricity and gas from the same supplier, which is normally the cheapest way to get your energy.		
<b>How can I find out more?</b>	Just call 0845 052 0000 or go to <a href="http://eonenergy.com">eonenergy.com</a> If you would like to talk about your plan, or get a quotation, please get in touch.		