



Our new billing standards

for SME and Micro-Business customers

We've worked with the Energy Retail Association (ERA) to develop a set of voluntary standards to help ensure more accurate bills for Micro-Business customers. These are defined as business customers who:

- consume less than 55,000 kWh of electricity a year, or
- use less than 200,00 kWh of gas each year, or
- have fewer than ten employees (or their full time equivalent) and an annual turnover of less than €2m

As part of our Reset Review, we've gone one step further than these requirements. We've extended the voluntary standards to our SME customers as well, so that we can protect as many of our business customers as possible from inaccurate bills. We define SMEs as business customers who:

- have fewer than 20 sites, or
- use less than 1 GWh of electricity through non Half-Hourly metering, or
- use less than 1.5 GWh of gas each year

So if you meet any of the above criteria, our new billing standards will apply to you.

→ If you are moving in or out of premises, want to give us a meter reading, make a payment or have a query, call **0845 0550065**.

How to ensure more accurate billing

We want to bill you as accurately as possible, and we always aim to base your bills on actual readings from your meter. Sometimes this is not always possible, so we'll estimate a reading on your bill based on previous usage. We will always explain on each bill whether the reading used is estimated or actual. How often we bill you will vary depending on how you choose to manage your account, your meter type and what was agreed in your terms and conditions.

Here's how you can help us ensure your bills are as accurate as possible:

✓ Allow us access to your meter

- We will read your meter at regular intervals and will make all reasonable attempts to read it at least once within every two years.
- If we are unable to get a meter reading, either from you or from one of our Meter Readers, we'll use an estimated reading.

✓ Contact us straight away if you move premises or change supplier

- When you move into new premises make sure you check how many meters there are at the property. Take readings from all the meters and provide them to your supplier as soon as possible.
- If we were your supplier at your old premises, call us with your final meter readings; we may continue to bill you until we receive these.
- Make sure you register your new contact details with us straight away, or you will enter into a "deemed" contract with the registered supplier at the new address. If you don't know who the supplier is, go to eonenergy.com/Determineyoursupplier
- Read any communication from your supplier even if it is addressed to the occupier.

✓ Contact us if you think you're paying an incorrect amount or have a query with your bill

If you have been paying for less energy than you have been using, we may back-bill you for the difference – for example if we have billed you based on incorrect information, or you have not told us that you have moved premises. We will always try to contact you prior to sending a back-bill. Our new billing standards mean that you, the customer, can only be back-billed for up to one year, where we are at fault.

- We will always try to contact you before sending a back-bill or if we discover something unusual about your account.
- All factors such as the age of the bill, your payment history, the length of your contract and the circumstances that created the back-bill will be taken into account when agreeing any repayment terms.

Our new billing standards do not change your responsibility to pay for the energy you use and to help us, your supplier, obtain meter readings or resolve queries.

What to do if you can't pay your bill

If you have a query about your bill, contact us and we will review it as soon as possible.

- If, for any reason, we don't receive payment from you for your bill we will send you a reminder.
- If you have trouble paying or are unable to pay, let us know; we will always aim to help you. We'll offer you a choice of payment options which may be influenced by your previous payment record and we can also guide you towards other organisations that could help.
- If you agree to a payment arrangement with us, it's important you keep to it to ensure you stay on supply.

Simple steps to help us get your bills right and avoid back-billing

- ✓ Allow us access to your meter
- ✓ Contact us straight away if you move premises or change supplier
- ✓ Contact us if you think you're paying an incorrect amount or have a query with your bill
- ✓ Contact us as soon as possible if you have any difficulty paying your bills; we will always try to help you out.

Complaints handling procedure

We will always attempt to resolve your queries but 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:

Here's how you can help us ensure your bills are as accurate as possible and avoid back-billing:

Step 1:

Call our specialist Complaint Advisors on 0845 303 4060 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 if you still remain dissatisfied, please:

- Call our dedicated Directors' Office team on **0845 302 4279**
- Email **businesscustomerservicedirector@eonenergy.com**, or
- Write to **Business Customer Service Director, E.ON, Griffin Court, Phoenix Business Park, Nottingham, NG8 6AT.**

If you are a Micro-Business and after the above steps we have still not managed to resolve your complaint within 8 weeks, you can contact the Energy Ombudsman on 0330 440 1624.

For clear, practical consumer advice, contact Citizens Advice on 0845 404 0506 or go to www.adviceguide.org.uk. Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. A copy of these Regulations can be obtained online or from our Customer Service Centre.

Useful contacts

If you are moving in or out of a premises, want to give us a meter reading, make a payment or have a query, **call 0845 0550065**

To manage your account online visit: **eonenergy.com/SMEregisteronline**

For a guide to your bill, visit: **eonenergy.com/UnderstandSMEBill**

To find the current supplier to your premises, visit: **eonenergy.com/Determineyoursupplier**

For specialist debt advice and information, contact **National Debtline on 0808 808 4000** or visit **nationaldebtline.co.uk**

For impartial advice on how to save energy and money, **call the Energy Saving Trust on 0800 512 012** or visit **energysavingtrust.org.uk**