



Date of bill  
4 March 2018

Tax invoice number  
H1585C5D6E  
VAT registration number  
559 0978 89

Want to talk?

Call us on  
**0345 055 0065**

Monday to Friday 8.00am to 6.00pm

Email us on  
business@eonenergy.com

Your account number  
**0125 9704 0530**

005750

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08221\_1628487050<20133>\_S10063-PK8990/1L 37700

Mr Carpet Ltd  
293 Upper Richmond Road West  
London  
SW14 8QS



## Electricity bill

For electricity supplied to 293 Upper Richmond Road West, London, SW14 8QS

## Meter reading

Latest electricity reading **20047** estimated on 4 March 2018.

**About the latest reading** We have estimated your latest meter reading based on the last reading of 19230 that we received on 5 February 2018.

If our estimate is very different from your actual readings, please contact us with your own reading.

## Your bill is £159.59

**What this means** Payment will be taken by Direct Debit on 19 March 2018.



### Important information about your plan

You can find all important dates and information, including renewal of fixed plans, in the 'About your plan' section of your bill.

Where our electricity comes from

Electricity source			
Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)*
Coal	13.5	12.0	8.5
Natural Gas	41.4	36.8	44.1
Nuclear	11.3	10.1	21.0
Renewable	29.4	37.2	24.2
Other	4.4	3.9	2.2
Total	100.0	100.0	100.0

For more information on the environmental impact of your electricity supply go to [eonenergy.com/businessfuelmix](http://eonenergy.com/businessfuelmix)

\*Data sourced from: [www.gov.uk/government/publications/fuel-mix-disclosure-data-table](http://www.gov.uk/government/publications/fuel-mix-disclosure-data-table)

E.ON Energy Solutions Limited is part of the E.ON SE Group  
Data year: 1 April 2016 to 31 March 2017

## About your plan

<b>Plan name</b>	Fixed Price Business Electricity Plan Connect - 3 Year Baserate
<b>End date</b>	25 March 2020
<b>Notice date</b>	24 February 2020 - this is the latest date you can tell us you want to cancel your contract when your plan ends.

## Account balance and payments

4 February 2018	Account balance from your last bill	£88.23
19 February 2018	Payment received - thank you	£88.23 CR
<b>Account balance brought forward</b>		<b>£0.00</b>

## Charges, discounts and VAT

## Fixed Price Business Electricity Plan Connect - 3 Year Baserate

Meter readings		A = actual E = estimate			
Period	Meter no.	Previous	Present	Rate	Kilowatt-hours used
04 Feb 18 to 05 Feb 18	I01A 48526	19010 E	19230 A	Normal	220
05 Feb 18 to 04 Mar 18	I01A 48526	19230 A	20047 E	Normal	817

Call us on 0345 055 0065 with your reading

Charges			
Normal units used	1037 kWh at 12.450p each		£129.11
Standing Charge	28 days at 27.000p per day		£7.56
Climate Change Levy	1037 kWh at 0.568p each		£5.89
Monthly Variable Direct Debit Discount			£9.57 CR
<b>Sub total of charges before VAT</b>			<b>£132.99</b>
VAT @ 20.0% on £132.99			£26.60
<b>Total charges including VAT</b>			<b>£159.59</b>

## Your bill is

**£159.59**

**Changes to the Climate Change Levy (CCL)** From 1 April 2017, the Government increased the Climate Change Levy (CCL) rate to 0.568p/kWh for electricity and 0.198p/kWh for gas. This means that for any energy used where the CCL applies, it will be charged for at the new rate.

## Key

CR = credit amount

## Contacting us

Go to [eonenergy.com](http://eonenergy.com) to find FAQs.

Write to **Business Customer Service**,  
E.ON Energy Solutions Ltd, PO Box 2010,  
NG1 9GQ

**Minicom 0800 056 6560** textphone suitable for deaf customers.

**Moving premises? 0345 301 4881**

You can read your meter up to five days before you move.

## Emergencies

**Power cut? FREEPHONE 105** open 24/7

**Smell gas? 0800 111 999** open 24/7

## Do you have a complaint?

Contact us: we care about putting it right.

## Resolving your complaint

Phone **0345 055 0065**, email via [eonenergy.com/businesscontact](mailto:eonenergy.com/businesscontact), or write to **E.ON Energy Solutions Ltd, PO Box 2010, NG1 9GQ**. We resolve most complaints immediately.

If we can't, we'll connect you with our Resolution Team. We aim to resolve eight out of ten complaints within two days.

## Reviewing your complaint

If you aren't satisfied, we'll review your case and decide whether we should do anything differently.

## Free of charge independent help and advice

To 'Know Your Rights' and for free, confidential and impartial advice visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy).

You can also call the Citizens Advice consumer helpline on 0345 404 0506.

You can refer your complaint to the Ombudsman if we've not resolved your complaint within 8 weeks (or we've sent you a deadlock letter) and your business meets certain criteria, details of which can be found at [eonenergy.com/ombudsman](http://eonenergy.com/ombudsman). You can contact Ombudsman Services: Energy on **0330 440 1624**, [enquiries@os-energy.org](mailto:enquiries@os-energy.org) or [www.ombudsman-services.org/energy](http://www.ombudsman-services.org/energy), **PO Box 966, Warrington, WA4 9DF**. Their decision is legally binding on us, not on you.

All Brokers who sell our products work to a code of practice which sets out the standards of service you can expect from them. Details of the code and its operation can be found at [www.tpicodeofpractice.co.uk](http://www.tpicodeofpractice.co.uk).

To see our Billing Standards for SME and Micro-Enterprise customers, go to [eonenergy.com/smebillingstandards](http://eonenergy.com/smebillingstandards).

## Your supply details

Electricity supply number:

S	03	801	952
	12	0003	1152 287

Your electricity distributor is: UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA

## E.ON Energy Solutions Limited

Registered Office: Westwood Way, Westwood Business Park, Coventry, CV4 8LG. Registered in England & Wales, No: 3407430.