



Date of bill
2 August 2016

Tax invoice number
H134791923
VAT registration number
559 0978 89

L Eon_SMEBills_SPOOL_20160802-1000_MERGED_Sorted_11808/8856/11808-13176



MR CARPET LTD
293 Upper Richmond Road West
London
SW14 8QS

377 / 345787CH00082



Electricity bill

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

We have read your meter

Latest electricity reading **06020** read by us on 1 August 2016.

Your bill is **£244.91**

What this means Payment will be taken by Direct Debit on 17 August 2016.

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



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	38.6	33.9	26.7
Natural Gas	36.2	31.7	29.7
Nuclear	14.2	12.4	22.2
Renewable	4.7	16.5	19.3
Other	6.3	5.5	2.1
Totals	100.0	100.0	100.0

For more information on the environmental impact of your electricity supply go to eonenergy.com/businessfuelmix
E.ON Energy Solutions Limited is part of the E.ON SE Group
Data year: 1 April 2014 to 31 March 2015

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About your plan

Plan name	Fixed Price Business Electricity Plan Connect 2 Year Baserate
End date	25 March 2017
Notice date	23 February 2017 - this is the latest date you can tell us you want to cancel your contract when your plan ends.

Account balance and payments

29 April 2016	Account balance from your last bill	£475.73
17 May 2016	Payment received - thank you	£475.73 CR
Account balance brought forward		£0.00

Charges, discounts and VAT

Fixed Price Business Electricity Plan Connect 2 Year Baserate

Meter readings				A = actual
Period	Meter no.	Previous	Present Rate	Kilowatt-hours used
29 Apr 16 to 01 Aug 16	I01A 48526	04101 A	06020 A Normal	1919
Charges				
Normal	1919 kWh at 11.080p each			£212.63
Standing Charge	94 days at 27.000p per day			£25.38
Quarterly Variable Direct Debit Discount				£4.76 CR
Sub total of charges before VAT				£233.25
VAT @ 5.0% on £233.25				£11.66
Total charges including VAT				£244.91

Your bill is

£244.91

Changes to the Climate Change Levy (CCL) From 1 April 2016, the Government increased the Climate Change Levy (CCL) rate to 0.559p/kWh for electricity and 0.195p/kWh for gas. The CCL and the CCL Equivalent Charge are charged at the same rate. This means that for any energy used where the CCL or the CCL Equivalent Charge applies, it will be charged for at the new rate.

If you pay a CCL Equivalent Charge you don't have to pay the CCL as well. If your circumstances change we may need to switch you back so that the CCL is paid. We would need to do this if you:

- move to a domestic product or tariff
- switch to Smart Pay As You Go or Half Hourly metering
- apply for full or partial VAT Declaration, or a CCL Exemption form.

If the switch happens in the middle of a billing period you will see the change on your bill. Where you are charged the CCL Equivalent Charge, it's our intention to supply you with electricity certified as from a renewable source under CCL legislation.

Key

CR = credit amount

Managing your account online is quick and easy

Nearly 30,000 of our business customers are already benefiting from access to their account 24/7 - where they can get meter reading reminders, provide readings, manage their Direct Debit and much more. To find out more visit eonenergy.com/smeregister

Contacting us

Go to 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? 0800 028 0247 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, 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

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. You can contact Ombudsman Services: Energy on **0330 440 1624**, enquiries@os-energy.org or 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.

To see our Billing Standards for SME and Micro-Enterprise customers, go to 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.

Good business means using no more than you need...

Energy can be one of the biggest overheads for a business so we're going all out to help you reduce energy waste and improve your bottom line.

See how your energy use stacks up at:

eonenergy.com/energysave