



Date of bill  
19 February 2014

Tax invoice number  
ABC123ABC  
VAT registration number  
000 0000 00

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  
**0123 4567 89**

FXRB

Business name  
Street  
City  
County  
Post Code

## Gas bill

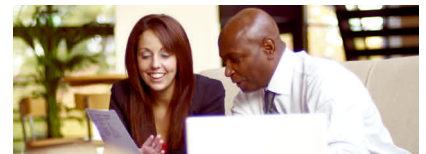
For gas supplied to Street, City, County, Post Code

## We have estimated your reading

Latest gas reading **060326** estimated on 19 February 2014.

## Your bill is £1,090.43

What this means Payment will be taken by Direct Debit on 5 March 2014.



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	52.2	49.5	38.4
Natural Gas	30.7	29.1	27.7
Nuclear	4.7	4.4	20.6
Renewable	8.4	13.2	11.3
Other	4	3.8	2.0
Totals	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)  
E.ON Energy Solutions Limited is part of the E.ON SE Group  
Data year: 1 April 2012 to 31 March 2013

## About your plan

<b>Plan name</b>	Fixed Price Business Gas Plan
<b>End date</b>	27 July 2014
<b>Notice date</b>	27 June 2014 - this is the latest date you can tell us you want to cancel your contract when your plan ends.

## Account balance and payments

22 January 2014	Account balance from your last bill	£989.87
5 February 2014	Payment received - thank you	£989.87 CR
<b>Account balance brought forward</b>		<b>£0.00</b>

## Charges, discounts and VAT

## Fixed Price Business Gas Plan

Meter readings					E = estimate
Period	Meter no.	Previous	Present	Units (m <sup>3</sup> )	Kilowatt-hours used
22 Jan 14 to 19 Feb 14	ABC123456789	058154 E	060326 E	2172	24096
2172 units X1.022640 (conversion factor) X39.05357 (calorific value) / 3.6 (to get kilowatt hours) = 24096. See 'Gas calculation' on the right for more information.					

Call us on 0345 055 0065 with your reading

Charges		
Gas	24096 kWh at 3.356p each	£808.66
Standing Charge	28 days at 329.360p per day	£92.22
Climate Change Levy	24096 kWh at 0.182p each	£43.85
Monthly Variable Direct Debit Discount		£36.04 CR
<b>Sub total of charges before VAT</b>		<b>£908.69</b>
VAT @ 20.0% on £908.69		£181.74
<b>Total charges including VAT</b>		<b>£1,090.43</b>

## Your bill is

**£1,090.43**

**Changes to the Climate Change Levy (CCL)** From 1 April 2014, the Government increased the Climate Change Levy (CCL) rate to 0.541p/kWh for electricity and 0.188p/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.

## 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/sregister](http://eonenergy.com/sregister)

## 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

**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 303 4060**, email via [eonenergy.com/businesscontact](http://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](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.os-energy.org](http://www.os-energy.org), 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

Gas meter point reference : **12345678**

Your gas transporter is: Transco Ltd, Distribution Commercial, NGT House, Warwick Technology Park, Gallow Hill, Warwick, CV34 6DA

## Gas calculation

We measure the volume of gas you use, but like all suppliers we charge for gas in kilowatt hours. You can find the calculation we use to do this below your readings - all suppliers use the same calculation. To find out more, go to [eonenergy.com/gascalculat](http://eonenergy.com/gascalculat)

Gas Safe Register <sup>TM</sup> has replaced the CORGI gas registration scheme as Great Britain's gas safety body, visit [gassaferegister.co.uk](http://gassaferegister.co.uk)

## 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](http://eonenergy.com/energysave)