



Date of bill  
18 February 2014

Tax invoice number  
ABC123ABC  
VAT registration number  
000 0000 00

FXRB

Business name  
Street  
City  
County  
Post Code

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**

# Electricity bill

For electricity supplied to Street, City, Count, Post Code

## We have estimated your reading

Latest electricity reading **23303** estimated on 18 February 2014.

### Please pay £48.59

**Please pay now** using the payment slip below. Alternatively, you can find details of our other payment methods on the back of this bill.



**Important information about your plan**

You can find all important information about your plan 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



E.ON

bank giro credit



CORPORATE BANKING

Reference

0123456789 123

Credit account number

157 8464

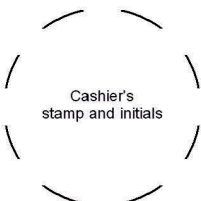
Amount due  
(No fee payable at PO counter)

£ 48.59

Cheques payable to POST OFFICE LTD

Printed by Vertex Billing Services 01925 465001

158  
288  
24



1234567891234567891

NatWest Collection A/C, E.ON Energy Solutions Limited

57-84-64

Please do not write below this line or fold this payment slip

Signature

Date

Cash		
Cheque		
£		

**About your plan**

<b>Plan name</b>	28 Day Notice Electricity Plan Baserate
<b>Notice period to end your contract</b>	With this plan you need to give us 28 days notice to cancel your contract. For more information, see section 7 of our terms and conditions online at <a href="http://eonenergy.com/smeterm">eonenergy.com/smeterm</a>

Did you know our fixed prices are generally cheaper? If you'd like the peace of mind of fixed prices for a year or longer, call us now on 0333 202 4657 to find out about the plans we can offer you.

**Account balance and payments**

21 January 2014	Account balance from your last bill	£15.99
5 February 2014	Payment received - thank you	£15.99 CR
<b>Account balance brought forward</b>		<b>£0.00</b>

**Charges, discounts and VAT****28 Day Notice Electricity Plan Baserate**

Meter readings				A = actual E = estimate	
Period	Meter no.	Previous	Present	Rate	Kilowatt-hours used
08 Jan 14 to 18 Feb 14	ABC123456	23076 A	23303 E	Normal	227

Call us on 0345 055 0065 with your reading

Charges		
Normal	227 kWh at 17.150p each	£38.93
Standing Charge	28 days at 29.590p per day	£8.29
Monthly Prompt Payment Discount		£0.94 CR
<b>Sub total of charges before VAT</b>		<b>£46.28</b>
VAT @ 5.0% on £46.28		£2.31
<b>Total charges including VAT</b>		<b>£48.59</b>

**Please pay** **£48.59**

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

**How to pay**

**At a bank** Pay by cash or cheque at your bank or at Natwest (other banks may charge). Make cheques out to 'E.ON' and write '1234 1234 12' (your account number) on the back.

**Telephone/internet banking** You will need to tell your bank: our bank sort code '60-80-09', our bank account number '36166103' and your E.ON account number '1234 1234 12'.

**By debit or credit card** Call us on 0345 055 0065. If you pay by credit card, we'll charge you a 1.5% handling fee on the amount you pay.

**By post** Make cheques out to 'E.ON' and write '1234 1234 12' (your account number) on the back. Post cheques with this slip to **E.ON, PO Box 123, Nottingham, NG1 6HD.**

**You can also pay**

- 1 at any Payzone outlet
- 2 by cash at any PayPoint outlet
- 3 by cash or cheque at any Post Office.

**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?** 0800 195 4141 open 24/7

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

**Our commitment to you**

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.

**Step 1** Call our specialist complaints team on 0345 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 please contact the dedicated team at our Directors' Office on 0345 302 4279, or email [businesscustomerservicedirector@eonenergy.com](mailto:businesscustomerservicedirector@eonenergy.com) or write to **Business Customer Service Director**, E.ON, Griffin Court, Phoenix Business Park, Nottingham, NG8 6AT.

If you have followed each of the above three steps and we have still not managed to resolve your complaint within 8 weeks, you can contact the Energy Ombudsman on 0330 440 1624 if you consume up to 55,000 kWh of electricity or 200,000 kWh of gas per annum or employ fewer than 10 employees.

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

**Your supply details**

Electricity supply number

S	03	123	123
	12	1234	1234

Your electricity distributor is: Electricity North West Limited, PO Box 4375, Manchester, M16 0ET

**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)