

## Variable Deemed Electricity Prices - Baserate

Deemed terms and conditions go to [eonenergy.com/smeterms](http://eonenergy.com/smeterms) or give us a call.

Our fixed prices are generally cheaper? If you'd like the peace of mind of fixed prices for a year now on 0345 301 4881 to get set up and find out about the plans we can offer you.

## Balance and payments

Account balance from your last bill	£84.86
Payment received - thank you	£84.86 CR
Brought forward	£0.00

## Discounts and VAT

### Electricity Prices - Baserate plan

Meter no.	Previous	Present Rate	Kilowatt-hours used	A = actual
15 13K0088002	01023 A	01235 A Normal	212	
	212 kWh at 18.960p each			£40.20
	91 days at 35.000p per day			£31.85
Payment Discount				£1.44 CR
Prices before VAT				£70.61
0.61				£3.53
Including VAT				£74.14
				£74.14

**Climate Change Levy (CCL)** From 1 April 2015, the Government increased the Climate Change Levy to 0.554p/kWh for electricity and 0.193p/kWh for gas. The CCL and the CCL Equivalent Charge are the same rate. This means that for any energy used where the CCL or the CCL Equivalent Charge is charged for at the new rate.

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

• Switch to a domestic product or tariff

• Switch to Pay As You Go or Half Hourly metering

• Submit a partial VAT Declaration, or a CCL Exemption form.

If you change 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.

## Access your account online is quick and easy

Our business customers are already benefiting from access to their account 24/7 - where they can get bill reminders, provide readings, manage their Direct Debit and much more. To find out more visit [eonenergy.com/smeregister](http://eonenergy.com/smeregister)

## Contacting us

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

Write to E.ON Smart, PO Box 966, Nottingham, NG8 9JN

Minicom 0800 056 6560 text 0345 366 5979 for deaf customers.

Moving premises? 0345 366 5979

You can read your meter up to 24 hours before you move.

## Emergencies

Power cut? 0800 056 8090

Smell gas? 0800 111 999

## Do you have a complaint?

Contact us: we care about putting things right.

### Resolving your complaint

Phone 0345 366 5979, email via [complaints@eonenergy.com](mailto:complaints@eonenergy.com) or [eonenergy.com/businesscontact](http://eonenergy.com/businesscontact). E.ON Energy Solutions Ltd, PO Box 966, Warrington, NG1 9GQ.

We resolve most complaints immediately. If we can't, we'll connect you with our Complaint Resolution Team. We aim to resolve most complaints within two days.

### Reviewing your complaint

If you aren't satisfied, we'll review your complaint and decide whether we should do a further investigation.

### Free of charge independent help

You can refer your complaint to an independent Ombudsman if we've not resolved your complaint within 8 weeks (or we've sent you a decision which your business meets certain criteria).

Our Ombudsman Services can be found at [eonenergy.com/ombudsman](http://eonenergy.com/ombudsman).

Ombudsman Services: Energy Ombudsman, [enquiries@os-energy.org](mailto:enquiries@os-energy.org) or via PO Box 966, Warrington, WA4 9JN.

This is legally binding on us, not on you. To see our Billing Standards for business customers, go to [eonenergy.com/smebillingstandards](http://eonenergy.com/smebillingstandards).

For Micro-Enterprise customers, go to [eonenergy.com/smebillingstandards](http://eonenergy.com/smebillingstandards).

**Your supply details**

Electricity supply number:

Your electricity distributor is: Western Power Distribution

Mid plc, Customer Operations, Herald Way, Warrington, Cheshire, WA4 9JN

Park, East Midlands Airport, Castle Donington, Leicestershire, LE19 1BQ

**E.ON Energy Solutions Limited**

Registered Office: Westwood Way, Westwood, Leicestershire, LE19 1BQ

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