



Get in touch with us

 eonnex.com/contact

 hi@eonnex.com

Mr Christopher & Mrs Dale Scorer
Flat 607 Granite Apartment
30 River Garden Walk
London
SE10 0GA

Your account number: A-138CB6A6

Bill reference: 158753645

Date: 11 April 2024

Your energy account.

Flat 607 Granite Apartment, 30 River Garden Walk, London, SE10 0GA

11 Jan 2024 - 10 Apr 2024



On 11 Jan 2024 your previous balance was £265.08 DR

We have charged you (VAT is included)

Electricity (estimated)	10 Jan 2024 - 10 Jan 2024	£5.29 DR
Electricity (estimated)	11 Jan 2024 - 31 Mar 2024	£362.82 DR
Electricity (estimated)	1 Apr 2024 - 8 Apr 2024	£28.22 DR

We have credited you

Customer reimbursement	£1.98 CR
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You have paid

Direct Debit collection	1 Feb 2024	£137.75 CR
Direct Debit collection	1 Mar 2024	£157.08 CR
Direct Debit collection	2 Apr 2024	£157.08 CR

On 10 Apr 2024 your new balance was £207.52 DR

Good news - you pay by monthly Direct Debit (DD) so you're getting cheaper prices than if you pay when you receive your bill, and your payments are up to date. We regularly review how much you're paying to make sure it's the right amount and will let you know if it needs to change.

Remember, if you cancel your DD your prices will increase.

Your estimated cost for the year.

£1,306.89 a year for electricity

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual bills will vary depending on your usage and tariff selection. More information about your current tariff is over the page.

Could you save money and pay less?

Remember - it might be worth thinking about switching your tariff or supplier.

For your **electricity** (on meter point 2500000428427)

Our **cheapest tariff overall** is **Next Fixed 12m v12** - you could save **£26.25** a year by switching to this.

Paying by Direct Debit is cheaper than if you pay when you get your bill. For our cheapest tariffs you may need to change your meter or the way you pay.

Your charges in detail.

 Electricity	Supply number	S	1	801	1
		2500000428427			

Supply address:
Flat 607 Granite Apartment, 30 River Garden Walk, London, SE10 0GA

Next Flex (10th January 2024 - 10th January 2024)

Electricity charges for meter D13W161090		
10 Jan 2024	42470.0 Customer reading	
11 Jan 2024	42486.5 Estimated reading	
Electricity used	16.5 kWh @ 28.312p/kWh	£4.67
Standing charge	1 days @ 36.668p/day	£0.37
Subtotal of charges before VAT		£5.04
VAT @ 5%		£0.25
Total electricity charges		£5.29

 Electricity	Supply number	S	1	801	1
		2500000428427			


Supply address:
Flat 607 Granite Apartment, 30 River Garden Walk, London, SE10 0GA

Next Pledge Tracker 12m V3 (11th January 2024 - 31st March 2024)

Electricity charges for meter D13W161090		
11 Jan 2024	42486.5 Estimated reading	
1 Apr 2024	43637.9 Estimated reading	
Electricity used	1151.5 kWh @ 27.430p/kWh	£315.84
Standing charge	81 days @ 36.668p/day	£29.70
Subtotal of charges before VAT		£345.54
VAT @ 5%		£17.28
Total electricity charges		£362.82

Your electricity tariff.


Prices don't include VAT unless stated.

 Electricity	Tariff name	Next Flex
	Product type	Variable
	Payment method	Direct Debit
	Unit rate	28.312p/kWh
	Standing charge	36.668p/day (£133.84/year)
	Price guaranteed until	11 January 2024
	Early exit fee	None
	Estimated annual usage	4670.4 kWh



Your electricity tariff.

Prices don't include VAT unless stated.

 Electricity	Tariff name	Next Pledge Tracker 12m V3
	Product type	Variable
	Payment method	Direct Debit
	Unit rate	27.430p/kWh
	Standing charge	36.668p/day (£133.84/year)
	Price guaranteed until	11 January 2025
	Early exit fee	None
	Estimated annual usage	4670.4 kWh



Your charges in detail.

⚡ Electricity	Supply number	S	1	801	1
		2500000428427			

Supply address:
Flat 607 Granite Apartment, 30 River Garden Walk, London, SE10 0GA

Next Pledge Tracker 12m V3 (1st April 2024 - 8th April 2024)

Electricity charges for meter D13W161090		
1 Apr 2024	43637.9	Estimated reading
9 Apr 2024	43738.6	Estimated reading
Electricity used	100.7 kWh @ 23.614p/kWh	£23.77
Standing charge	8 days @ 38.846p/day	£3.11
Subtotal of charges before VAT		£26.88
VAT @ 5%		£1.34
Total electricity charges		£28.22

Other credits

10 Apr 2024	Customer reimbursement (excl. VAT @ 5%)	-£1.89
Subtotal of other credits before VAT		-£1.89
VAT @ 5%		-£0.09
Total of other credits		-£1.98
Total charges before VAT		£375.57
Total VAT		£18.78
Total charges for bill		£394.35

Your electricity tariff.

Prices don't include VAT unless stated.

⚡ Electricity	
Tariff name	Next Pledge Tracker 12m V3
Product type	Variable
Payment method	Direct Debit
Unit rate	23.614p/kWh
Standing charge	38.846p/day (£141.79/year)
Price guaranteed until	11 January 2025
Early exit fee	None
Estimated annual usage	4670.4 kWh



We're here for you.

We welcome any questions and feedback, and are here to help you any way we can. Get in touch however suits you best:

 **Facebook:** facebook.com/eonnext

 **Twitter:** twitter.com/eon_next

 **Email:** hi@eonnext.com

 **Community:** community.eonnext.com

 **Phone:** 0808 5015200
Speech or hearing impaired customers can put 18001 in front of our phone number to use Relay UK at no extra cost.

 **Post:** Trinity House, 2 Burton Street, Nottingham NG1 4BX


How much energy did you use?

 Your average electricity usage during this bill period was **14.10 kWh/day**.

Looking for energy saving tips? Head over to **eonnext.com/energyefficiency** to see the tried-and-trusted tips that work for us.

What to do in an emergency.

If you're experiencing a power cut:

-  If your meter is sparking or on fire: **999**
-  For help and advice visit: **powercut105.com**
-  Help or advice from your local network operator: **105**

If you smell gas or suspect a leak:

-  National Gas Emergency Line: **0800 111 999**

Visit **eonnext.com/emergencies** for more info on what to do in an emergency.

Fuel mix.

This shows the fuel sources of the electricity we supply for both our domestic and business customers (we've also included the UK national average for comparison).

Visit **eonnext.com/fuel-mix** for more information.

1/4/22 - 31/3/23	Coal	Gas	Nuclear	Renewable	Other	Total
E.ON Next	0	0	0	100	0	100
UK national average	3.4	39.3	13.9	40.8	2.6	100

Help and support.

We'll work with you if you're struggling to pay your energy bills. Visit **eonnext.com/paymenthelp** for help and support or get in touch with us. There are also some independent help and support options for you:

- **StepChange** offer independent debt help and advice at **stepchange.org** or call them on 0800 138 1111.
- **Citizens Advice** and **Citizens Advice Scotland** are the official source of free and independent energy advice and support at **citizensadvice.org.uk/energy** or call them on 0808 223 1133.
- If you're worried about how money can impact your mental health, talk to our charity partner **Mind** at **mind.org.uk** or call them on 0300 123 3393.

Extra help for those who need it.

If someone in your home needs extra support because of a disability or long-term illness, or if there are people of pensionable age or children in your household - please let us know and we'll see what we can do to help.

You can sign up, update your current info or find out more about our Priority Services Register at **eonnext.com/psr**. Or get in touch and we'll sort this for you.

If you're not happy, we're not happy.

Why? Because giving you the very best service we can is important to us. If something's not quite right, please tell us using the contact details opposite so we can fix it for you.

On the rare occasion we can't find a solution that works, we'll send you our final offer of resolution, which you can take to the Energy Ombudsman. You can get in touch with them at **energyombudsman.org**, by phone on 0330 440 1624, or by post at Energy Ombudsman, PO Box 966, Warrington, WA4 9DF.

Visit **eonnext.com/unhappy** for our complaints handling procedure or get in touch.