

Mr N Winchurst, Mrs P Winchurst
 9 St Pauls Drive
 Holsworthy
 EX22 6FD

Your account number
 673 104 841 730

Statement date
 30 October 2013

Statement period
 31 Oct 2012 - 30 Oct 2013

Hello Mr N Winchurst

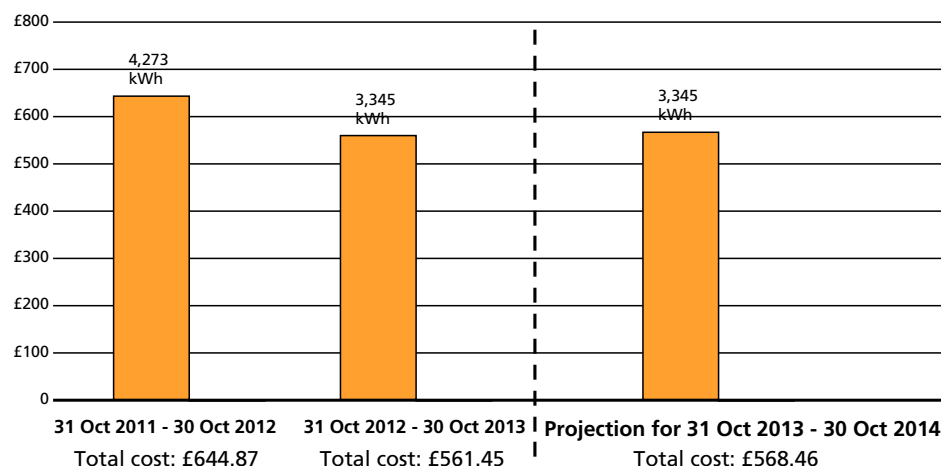
Here's your annual energy statement

It **feels better** when you're in control. That's why we're sending you this statement. First, we share information to help you understand your energy usage and then we provide an overview of your account with us.

How much energy are you using?

■ Electricity

Yearly cost



Over the last 12 months, your total costs were approximately £561.45, which is £83.42 less than the same period last year. We've used your meter readings to estimate the following usage over the last 12 months: 3,345 kWh of electricity (£561.45).

If you use the same amount of electricity over the next 12 months, we estimate your costs will come to £568.46. This uses our latest prices, including your discounts and added charges, like VAT. It is for comparison purposes: your regular payments are worked out differently & take the weather into account. You're on our Standard (Variable) tariff, so if our prices change, this projection would too.

How we work your estimate

3,345 kWh of electricity	x	14.46p=	£483.69
365 days electricity standing charge	x	18.00p=	£65.70
No Mains Gas Discount			£8.00 credit
VAT @ 5% of £541.39			£27.07
And all that comes to			£568.46

Your options with EDF Energy

We believe in treating our customers fairly. On this page, you'll find details of your current tariff compared with others we have available today. Unless you're already on our cheapest prices, we'll show them below. If you want to learn more or choose a different tariff, you can log into www.edfenergy.com/myaccount

Your current tariff - Standard (Variable)



Variable
tariff



Your annual cost
if you use the
same next year**



No
termination
fee



Electricity from
various energy
sources



UK call
centre

Your right to switch

We'd like to remind you that you can change your energy supplier at any time. For independent advice about switching, visit www.consumerfocus.org.uk

Did you know?

Last year your energy could have cost you less if you'd paid by Direct Debit. Don't miss out, visit www.edfenergy.com/directdebit.

As you've chosen not to receive marketing messages from us, we can't tell you about our other options that could save you money. You can view them on our website or change your marketing preferences at www.edfenergy.com/mydetails

**This is based on your electricity and/or gas use for the last year. It includes your payment method and discounts, if any apply.

Your account with us

Here's all the important information about your energy supply and your contract with us - neatly in one place.

Supplier EDF Energy	Your electricity tariff Unit rate	Standard (Variable) 14.46p per kWh
Fuel type Electricity	Standing charge	18.00p per day
Payment method Cash/ Cheque Whole Amount	Tariff ends on Exit fees	No end date £0

We know you have a choice of energy provider. Thanks for choosing us.

Customer services
www.edfenergy.com

- View and pay bills
- Submit meter readings
- Change your product
- Get help from one of our advisors on Live Chat

0800 015 8861

8am-8pm Mon-Fri, 8am-2pm Sat

Electricity emergency?

0800 365 900

Lines open 24 hours a day

EDF Energy

Freepost RRYZ-BRTT-CBJS
Osprey House, Osprey Road
Exeter EX2 7WN

Your principal terms

This section summarises your contractual terms. For your full terms and conditions please visit www.edfenergy.com/product-terms

Your current tariff

Standard (Variable)

- Your prices on the date of this statement are set out above. These prices are variable and can be changed at any time on 30 days notice. You can terminate at any time by giving us notice. There are no early termination fees.
- If you pay by monthly direct debit we'll only review your payment amount in line with our direct debit rules. They're available at www.edfenergy.com/directdebitrules, and form part of these key terms. If you don't pay in line with your payment scheme we may end your contract or change your payment method and your charges may change. You'll get 7 working days notice of this. If we make any other change to your disadvantage we'll tell you and give you the chance to change supplier. We'll explain what you need to do and when, at the time.
- The following discounts are available to you in the following circumstances:- a. If you pay us by fixed monthly direct debit you will receive a discount of 6%. This will initially be applied as a separate 6% discount when your account bills, however, we reserve the right to alter this in the future by providing an equivalent discount through a rebate on your standing charge and discount on your unit rate; -b. If you take both gas and electricity from us at the same supply address you will receive a total discount of £8.40 pa. which will be calculated on a pro-rata basis and credited to your energy bills.

Impartial Advice

Consumer Futures has a Confidence Code for online switching sites to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Futures. For more information and a list of accredited sites visit www.consumerfutures.org.uk.