

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

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Any questions?

[edfenergy.com](http://edfenergy.com)

**0800 015 8861**

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

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Your account number

673 104 841 730

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Statement date

30 October 2015

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Address of energy supply

9 St Pauls Drive, Holsworthy, EX22 6FD

## Hello Mr N Winchurst

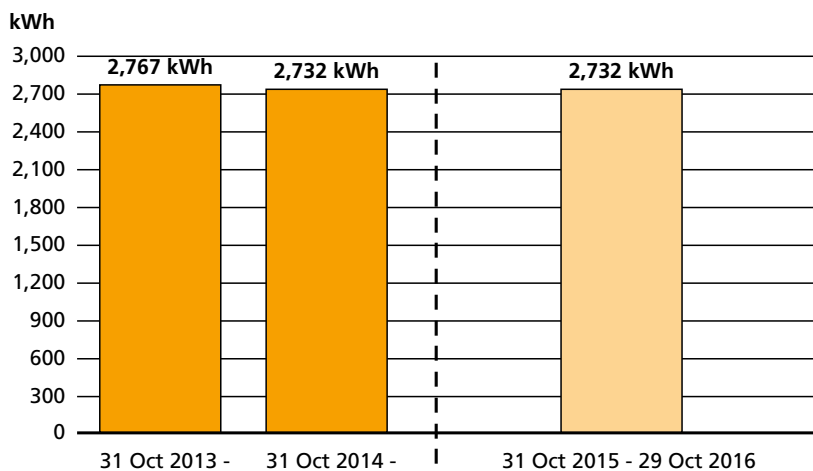
### Your annual electricity summary

31 October 2014 - 30 October 2015

It feels better when you're in control. Here you'll find the information you need to understand your electricity usage. You can use this information to compare your current tariff with others that are available, either from us or other suppliers. Please keep this summary for your records.

**Remember – it might be worth thinking about switching your tariff or supplier.** See below and overleaf for more information on switching your tariff...

#### Your electricity usage summary



**Your usage this year**  
We've used any meter readings we hold to estimate that over the last 12 months you used **2,732 kWh** of electricity, which cost **£505.01** including VAT

**Personal Projection**  
Based on estimated readings, if you use the same amount over the next 12 months, we estimate your costs will come to **£505.01**, including VAT.

This uses our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.

#### Could you pay less?

**Our cheapest variable tariff:**

Over the next year you could save **£28.11** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.

**Our cheapest overall tariff:**

Over the next year you could save **£76.30** by choosing Direct Debit with *Blue+Price Promise November 2016*, our **cheapest fixed electricity tariff** available for your meter.

*Blue+Price Promise November 2016 has limited availability and may be withdrawn from sale at any time.*

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*Please note that switching tariffs may involve changing to materially different terms and conditions. Some tariffs have limited availability and may be withdrawn from sale at any time.*

## Independent advice

- **Ofgem** has a Confidence Code for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons. Visit [ofgem.gov.uk](https://www.ofgem.gov.uk) for more information.
- For impartial advice on switching suppliers you can also contact the **Citizens Advice** consumer helpline on **03454 04 05 06** or visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)
- It's easy to get free independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To "Know your rights" visit [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**.
- If you would like a hard copy of the "know your rights" leaflet, please contact us on **0800 096 9000**. Citizens Advice can provide hard copies of information on a range of energy related subjects upon request.
- You can also reduce your costs by using less energy – visit [energysavingtrust.org.uk](https://energysavingtrust.org.uk) for impartial advice.

## About your electricity tariff

### Tariff details

<b>Tariff name</b>	Standard (Variable)
<b>Tariff type</b>	Variable price
<b>Payment method</b>	Cash/Cheque Whole Amount (Quarterly)
<b>Unit rate</b>	15.96p per kWh
<b>Standing charge</b>	18.90p per day
<b>Tariff ends on</b>	Not applicable
<b>Price guaranteed until</b>	Not applicable
<b>Exit fees</b> (if you cancel this tariff before the end date)	Not applicable
<b>Discounts and additional charges</b>	Not applicable
<b>Additional products or services included</b>	Not applicable

### Estimated electricity cost for you on this tariff

<b>Your annual consumption</b> (based on estimates)	2,732 kWh
<b>Personal projection</b>	£505.01
<b>Tariff Comparison Rate (TCR)</b>	18.19p/kWh

All prices shown above include 5% VAT. They will appear different than the unit rates shown on your bill which don't include VAT. Your Personal Projection is for the next 12 months and is based on an estimate of your usage over the last year. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.

## Key contractual terms

This section summarises your contractual terms. For your full terms and conditions please visit [www.edfenergy.com/product-terms](https://www.edfenergy.com/product-terms)

### Your current tariff

#### Standard (Variable)

- Your prices on the date of this statement are set out above. These prices can be changed at any time if we give you 30 days' notice. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff.
- 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 [edfenergy.com/directdebitrules](https://www.edfenergy.com/directdebitrules) and form part of these terms.
- We review your Direct Debit at least once every 12 months (your 'annual review'). We might review your amount sooner if we receive a meter reading or you ask us to, but this isn't guaranteed. Unless we decide that it's necessary to do so, we won't alter the amount you pay by Direct Debit at the time you make any extra 'one-off' payments to us but these one-off payments will be taken into account at each review.

Emergency contact

**0800 678 3105**

Lines open 24 hours a day

**FREEPOST:**

**EDF ENERGY - PLYMOUTH**

## Glossary

- **kWh (kilowatt hour)**  
One kilowatt of power being used for one hour. It's the same as a 40-watt light bulb being left on for 25 hours. Also known as a 'unit' of energy.
- **Personal projection**  
This is based on your estimated consumption and is a projection of your future yearly charge. You could compare the personal projection for your current tariff with a personal projection given to you for an alternative tariff by your current supplier, an alternative supplier or a switching site.
- **Switch**  
To change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.
- **Tariff**  
The package of charges and conditions that a supplier offers you for providing electricity.
- **Tariff Comparison Rate (TCR)**  
The TCR is for your Standard (Variable) electricity tariff paying by Cash/Cheque Whole Amount (Quarterly). You can use it to help you easily compare the price of other available electricity tariffs by checking against their TCRs. The TCR is not an actual price and is based on the consumption of a typical user of electricity (3,100kWh/year), the amount you are charged will vary depending on how much energy you use. Call us on 0800 096 9000 or visit [edfenergy.com](https://www.edfenergy.com) for details on your tariff and on the calculation of the TCR.

- If you don't pay in line with your payment scheme your contract may end or change. This could result in a change to your payment method or charges (or both). You'll get at least seven working days' notice of this. If we make any other change which is 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.