

**Customer Services****0800 056 7777**

Mon-Fri 8am to 8pm

Sat 8:30am to 2pm

**Emergency?**Electricity **0800 365 900**

24 hours a day, 7 days a week

You can make payments, supply meter reads or manage your account at:

**www.edfenergy.com****Date****7 Mar 12****Bill for****23 Nov 11 - 06 Mar 12****Your account number****673 104 841 730**

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

## Your standard payment review for your electricity

**Dear Mr N Winchurst**

Thanks for being our customer.

**It's time for your next payment**

You need to pay your current account balance of £193.69. You can make this payment in one of three ways. You can go online, 24 hours a day, seven days a week<sup>†</sup> using your secure online service, **www.edfenergy.com/myaccount**<sup>†</sup>, you can call our free automated payment manager on **0800 015 1736**\* or you can use the attached Giro slip.

**Your standard payment amount needs to change**

We've just completed your latest review and your standard payment amount has changed, so we've calculated your new payment amount which we've summarised for you.

**So, why do my energy payments change?**

Your meter readings help us forecast your future usage. We calculate a year's bill and divide it into 4 equal payments. If we don't receive a reading from you when reminded we'll ask you for your standard payment amount. If you're using more energy than expected, your standard payment amount will need to go up and if you're using less it will go down. Next time we send you a bill we'll check again to ensure you're paying the right amount for the energy you use.

If you've got any questions please call us free on **0800 056 7777**\* or visit us at **www.edfenergy.com/myaccount**<sup>†</sup>.

Yours sincerely

**Steve Hayfield**  
 Customer Services Director

**Your account balance of £193.69** is due for payment by 21 Mar 12

**Your payments are changing**

- We've changed your quarterly standard payment amount to: £142.00

**Your new payment is based on:**

- £142.00 for your electricity

\* Calls may be monitored and recorded as part of our customer care programme. Calls to 0800 numbers are free from BT landlines, but other networks may charge for these calls. † There may be short periods of time where EDF Energy.com is unavailable, such as when we're conducting routine maintenance.



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**Your electricity bill: £193.69****Please pay £193.69 by 21 Mar 12**

This is not a tax invoice.

**Your electricity bill summary***For full details see over the page. ➔***Your charges for this bill**

Your electricity charges for this bill	£186.77
Your Discounts and Surcharges	£2.30 cr
Total VAT	£9.22
<b>Your new account balance</b>	<b>£193.69</b>
<b>Total amount due</b>	<b>£193.69</b>

Are you on the right deal? To see if you can save just visit [www.edfenergy.com](http://www.edfenergy.com) or call one of our advisors on 0800 056 7777.

Have you considered monthly Direct Debit? You can spread the cost of your electricity over the year and you'll also get a 6% discount off your bill. To find out more, please call us or visit our website.

We can also provide your gas. If you switch your gas account over to us you'll get a Dual Fuel discount. Call us free on 0800 096 9000 to find out more.

**Your electricity supply number is:**

<b>S</b>	01	801	010
	22	0003	2086 488

**Your electricity distributor is:**

Western Power Distribution, Lostwithiel Road, Bodmin,  
 Cornwall, PL31 1DE  
 Phone: 0845 601 2989



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**Bill for**  
**23 Nov 11 - 06 Mar 12**

**Your account number**  
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**Your bill in detail**

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**Account activity since last bill**

Your balance at your last bill was (23 Nov 11)	£139.47
Payment 5 December 2011 - Thank you	£139.47 cr
<b>Account balance before this bill</b>	<b>£0.00</b>

**Electricity charges 23 Nov 11 - 06 Mar 12**

Electricity meter number: **D01D15342** Tariff: **Standard (Variable)**

	previous	latest	units	kWh split	price	total
23 Nov 11 to 06 Mar 12	35782 <sup>A</sup>	37068 <sup>A</sup>	1286	1286 at	13.38p	£172.07
Standing Charge				105 days at 14.00p		£14.70

<sup>A</sup> = actual reading

**Total electricity charges before VAT** **£186.77**

**Discounts and Surcharges**

No Mains Gas Discount	£2.30 cr
<b>Total Discounts and Surcharges before VAT</b>	<b>£2.30 cr</b>

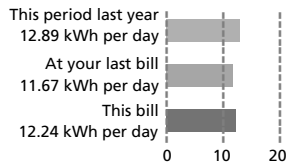
**VAT**

VAT on £184.47 at 5%	£9.22
<b>Total VAT</b>	<b>£9.22</b>

**Your total for this bill** **£193.69**

**Your energy usage**

Your average daily electricity usage



Your usage may be based on estimated readings



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## Information to help you manage your future energy costs.

We want to show you how much energy you're using, so we can help you use less energy and save money in the process.

Information to help you manage your future energy costs. The statement below shows how much energy you've consumed over the last 12 months and provides an illustrative projection of your energy costs for the coming year assuming you use the same quantity of energy as during the previous 12 months. If you've got any questions regarding this information, please visit [www.edfenergy.com/annualstatement](http://www.edfenergy.com/annualstatement), or call us free on the number above.

EDF Energy would like to remind you that you can change your energy supplier at any time. For independent advice regarding switching suppliers you can visit [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk).

### Annual Statement for period: 07/03/2012 - 06/03/2013

	Last 12 months Consumption <sup>^</sup>	Next 12 months value <sup>^^</sup>
<b>Electricity</b>	3,732 kWh	£499.34
<b>Discounts</b>		£8.00 cr
<b>Surcharges</b>		£51.10
<b>VAT</b>		£27.12
<b>Total</b>	<b>3,732 kWh</b>	<b>£569.56</b>

<sup>^</sup>The consumption figure displayed is an estimate based upon any readings that may have been obtained in a 12 month period.

<sup>^^</sup>This figure is calculated by multiplying your previous 12 months consumption figure by the unit rate paid on your current tariff. All figures are exclusive of VAT and any additional charges where appropriate. **This figure does not reflect any debits or credits currently attached to your account.**

Calls may be monitored and recorded as part of our Customer Care programme. Calls to '0800' and '0808' number are free from a BT landline. Other network operators may charge.

You could save 6% by paying for your energy by Direct Debit. If you're not already taking advantage of this, visit our website, or call one of our advisers to find out more.

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

#### Your current tariff

**Standard**  
 The unit rates of the tariff on the date of this statement are set out above. These are subject to change and may be subject to increases as well as decreases. We are permitted to change the terms of this contract at any time.  
 You can change your energy supplier at any time.

#### My Account

You may terminate the My Account service at any time on notice (subject to set notice periods) given in accordance with the My Account terms and conditions. Save as otherwise provided in our terms and conditions we are entitled at any time to terminate the My Account arrangements with you on 3 months' notice. We reserve the right to change the terms at any time. We will notify you of any changes and if you do not wish to accept them you must inform us of such within 14 days from the date on which we advised you of the relevant change.

#### Impartial Advice

Consumer Focus 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 Focus. For more information and a list of accredited sites visit [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk).