

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 13****Bill for****29 Nov 12 - 06 Mar 13****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 £189.03. You can make this payment in one of three ways. You can go online, 24 hours a day, seven days a week[†] using your secure online service, **www.edfenergy.com/myaccount**[†], 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**[†].

Yours sincerely

A handwritten signature in black ink that reads 'Steve Hayfield'.

Steve Hayfield
Customer Services Director

Your account balance of £189.03 is due for payment by 21 Mar 13

Your payments are changing

- We've changed your quarterly standard payment amount to: £163.00

Your new payment is based on:

- £163.00 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: £189.03

Please pay £189.03 by 21 Mar 13

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	£182.18
Your Discounts and Surcharges	£2.15 cr
Total VAT	£9.00
Your new account balance	£189.03
Total amount due	£189.03

Are you on the right deal? To see if you can save just visit 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:

S	01	801	010
	22	0003	2086 488

Your electricity distributor is:

Western Power Networks, Information Centre, Avonbank,
 Feeder Road, Bristol, BS2 0TB.
 Phone: 0845 601 2989

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Your bill in detail

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Account activity since last bill

Your balance at your last bill was (28 Nov 12)	£162.74
Payment 10 December 2012 - Thank you	£162.74 cr
Account balance before this bill	£0.00

Electricity charges 29 Nov 12 - 06 Mar 13

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

	previous	latest	units	kWh split	price	total
29 Nov 12 to 06 Dec 12	40142 C	40234 E	92	92 at	13.38p	£12.31
07 Dec 12 to 06 Mar 13	40234 E	41289 A	1055	1055 at	14.46p	£152.55
Standing Charge				8 days at	14.00p	£1.12
Standing Charge				90 days at	18.00p	£16.20
Total electricity charges before VAT						£182.18

- A** = actual reading
- E** = estimated reading
- C** = customer reading

Tariff Update

You will see a number of different unit rates on your bill. These relate to changes we've made to your tariff prices from 07 Dec 12. We have also written to you explaining these changes in more detail.

Discounts and Surcharges

No Mains Gas Discount	£2.15 cr
Total Discounts and Surcharges before VAT	£2.15 cr

VAT

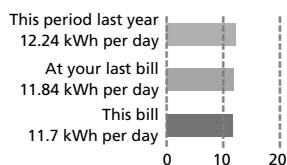
VAT on £180.03 at 5%	£9.00
Total VAT	£9.00

Your total for this bill

£189.03

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.

This shows how much energy you've used over the last 12 months and uses previous meter readings to project how much you will spend in the year to come. We also adjust our estimates to represent normal weather patterns so you don't pay too much if the winter is cold, or too little if it's mild. If you've got any questions regarding this information, please visit 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.

Annual Statement for period: 08 Mar 2013 - 07 Mar 2014

	Your last 12 months usage in kWh	Your next 12 months estimated usage in kWh	Based on your prices	Your estimated costs for the next 12 months
Electricity Meter Number: D01D15342 Tariff: Standard (Variable)				
	4,221	4,221	14.46p	£610.36
Standing Charge			18.00p per day	£65.70
No Mains Gas Discount				£8.00 cr
SubTotal				£668.06
VAT				£33.40
Total	4,221	4,221		£701.46

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

Your current tariff Standard (Variable)

The charges for your energy supply on the date of this statement are set out above.

These charges are variable and can be changed at any time on 30 working days notice in accordance with Clause 3 of your supply terms.

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% b. If you take both gas and electricity from us at the same supply address you will receive an annual discount of £8.40 which will be calculated on a pro-rata basis and credited from your gas bill (if you are a Prepayment customer this will be credited to your gas card).

If you choose to pay for your electricity/gas by making a fixed periodic direct debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.

The duration of your supply contract is evergreen, this means it will continue until it is terminated in accordance with Clause 4 of your supply terms and conditions, for example by either of us providing the correct amount of notice or for breach of contract. You can end this contract at any time within 12 days of entering into it by writing to us, emailing us at CP@edfenergy.com or by phoning us on 0800 096 9000. After that time you can still end this contract at any time by giving us 28 days notice, or by giving us two working days notice if you are moving address. Also, if we change any of our terms to your material disadvantage without your prior agreement you will be given the opportunity to end this contract and change supplier before the change takes effect. We will explain what you need to do and by when, when we notify you of any such change. However please note that under your terms we have the right to prevent you from ending your contract and/or changing supplier (for whatever reason) in the circumstances set out in our supply licence, including where there is outstanding debt on your account.

Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our full terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full terms and conditions, a copy of which would have been provided to you when you originally joined us. To ensure this is the case, and for the purposes of full transparency, we will send you updated copies of our full terms and conditions at least once every 12 months. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly. Your full terms and conditions, tariff terms and conditions and your schedule of charges are made available to you at all times via www.edfenergy.com/tariff-info or by contacting us on 0800 096 9000.

No Mains Gas Discount

A No Mains Gas discount is available to customers with no mains gas supply and who have an active electricity account. You will receive a discount equivalent to £8.40 (£8.00 excluding VAT) per annum, which will be calculated on a pro-rated basis and credited to your electricity bill (if you are a Prepayment customer this will be credited to your electricity key).

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.