



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



Hello Mr N Winchurst,

## Your electricity bill

### At a glance

30 November 2013 - 26 February 2014 (89 days)

Last time you owed 30 August 2013 - 29 November 2013	£128.99
You paid us (1 payment of £128.99)	£128.99 credit
So you bring forward	£0.00
Your charges for this period	£140.11
<b>Your new account balance</b>	<b>£140.11</b>

Please pay £140.11 by 12 Mar 2014

This bill is based on your latest meter readings.

Please turn to the next page to see the detail.

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

**0800 096 9000**

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

**24-hour Emergency Line:**

Electricity: 0800 365 900

Your account number

**673 104 841 730**

**Bill date:** 26 Feb 2014

-  **Choose the best tariff for you**  
There could be other tariffs better suited to you. Visit [edfenergy.com](http://edfenergy.com) or call us on **0800 096 9000** to find out what's available right now, and for help choosing the best deal for you.
-  **Are you overpaying?**  
Your energy will cost you less if you pay by Direct Debit. Sign up today by visiting [edfenergy.com](http://edfenergy.com) or call **0800 096 9000**



## And now the detail...

- You'll see a number of different rates on your bill. This relates to a price change we made on 31 December 2013.
- You'll see a number of different rates on your bill. This relates to a price change we made on 3 January 2014.

### Electricity charges

Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
Meter number: D01D15342 Tariff: Standard (Variable)					
30 Nov 13 - 30 Dec 13	43350 <small>YOUR READ</small>	43629 <small>ESTIMATED</small>	279 kWh	x 14.46p=	£40.34
31 Dec 13 - 02 Jan 14	43629 <small>ESTIMATED</small>	43658 <small>ESTIMATED</small>	29 kWh	x 14.46p=	£4.19
03 Jan 14 - 26 Feb 14	43658 <small>ESTIMATED</small>	44142 <small>YOUR READ</small>	484 kWh	x 15.20p=	£73.57
Standing charge (89 days @ 18.00p per day)					£16.02
<b>Total electricity charges for this period</b>					<b>£134.12</b>
No Mains Gas Discount					£0.68 credit
<b>Subtotal</b>					<b>£133.44</b>
VAT @ 5% of £133.44					£6.67
<b>Total charges for this period</b>					<b>£140.11</b>

#### Electricity supply number

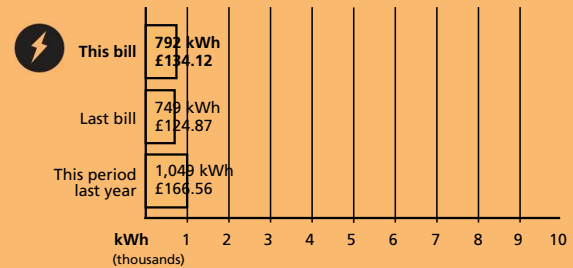
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#### Electricity distributor

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

### Your usage

The graphs summarise your recent usage. They may be based on estimates.



#### Your comparative usage

Over the last year, we have estimated you used 2,940 kWh of electricity, costing £512.05. If you use the same amount for the next 12 months, that will come to £538.21. 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.

2,940 kWh of electricity	x	15.20p=	£446.88
365 days electricity standing charge	x	18.00p=	£65.70
VAT @ 5% of £512.58			£25.63
<b>And all that comes to</b>			<b>£538.21</b>



## Your account with us

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

### Your 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

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

Supplier	Your electricity tariff	Standard (Variable)
EDF Energy	Unit rate	15.20p per kWh
Fuel type Electricity	Standing charge	18.00p per day
Payment method Cash/ Cheque Whole Amount	Tariff ends on	No end date
	Exit fees	None

### Did you know?

There are lots of ways to be efficient with energy. For some online energy saving tips, visit [www.edfenergy.com](http://www.edfenergy.com)

### What is a kWh?

A kWh stands for kilowatt-hour - it's the unit we use to measure energy usage. A single kWh will power a 15 watt energy-saving lightbulb for almost 3 days!

### What makes up a bill?

This breakdown of our costs to supply energy is an average across residential customers on all payment types & based on the average of EDF Energy customers' consumption in 2012 (4,365 kWh of electricity and 15,899 kWh of gas per year).

#### Electricity

5% VAT
11% Social and environmental
15% Operating
23% Delivery
46% Wholesale electricity

(Correct as at 31 December 2012)

#### Gas

5% VAT
4% Social and environmental
13% Operating
24% Delivery
54% Wholesale gas

(Correct as at 31 December 2012)

**VAT:** set by government at 5% for all domestic energy charges.

**Social & environmental:** we're obligated to take part in government programmes that help vulnerable customers and reduce CO<sub>2</sub> emissions.

**Operating:** the cost of keeping our call centres open and our customers' accounts running smoothly.

**Delivery:** what we pay owners of the wires, pipes and meters that supply the energy to customers' homes.

**Wholesale:** we produce our own electricity but we also buy electricity and gas from wholesale market.

**Profit and loss:** Like most companies, we aim to make a profit. In 2012, EDF Energy made a profit (EBITDA) of £1,667m. Our residential business - supplying energy to customers' homes - made a loss of £62m.

**For more information visit:**

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