



Questions?
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 manage your account and
find out more about us at
www.edfenergy.com



Date
30 May 11

Bill for
22 Feb 11 - 17 May 11

Your account number
673 104 841 730

Page 1 of 4

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 £151.95. 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

Steve Hayfield
Customer Services Director

Your account balance of £151.95 is due for payment by 13 Jun 11

Your payments are changing

- We've changed your standard payment amount to: £165.00

Your new payment is based on:

- £165.00 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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9 St Pauls Drive
Holsworthy
EX22 6FD



Your electricity bill: **£151.95**

Please pay **£151.95** by **13 Jun 11**

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	£146.57
Your Discounts and Surcharges	£1.86 cr
Total VAT	£7.24
Your new account balance	£151.95
Total amount due	£151.95

Changing the way that you pay for your electricity allows you to spread the cost over the year as well as get a discount on your bill. To find out more about monthly Direct Debit please call us or visit our website.

Thank you for giving us a meter reading. Giving us an accurate reading means we don't have to send you an estimated bill and you only pay for the energy you've used.

Did you know that we can also provide you with gas, making it easier to manage your energy accounts? Why not call us and find out more.

Your electricity supply number is:

S	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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Your bill in detail

Page 3 of 4

Account activity since last bill

Your balance at your last bill was (22 Feb 11)	£178.65
Payment 11 March 2011 - Thank you	£178.65 cr
Account balance before this bill	£0.00

Electricity charges 22 Feb 11 - 17 May 11

Electricity meter number: **D01D15342** Tariff: **Standard Electricity**

	previous	latest	units	kWh split	price	total
22 Feb 11 to 01 Mar 11	32711 A	32825 E	114	Band A: 20 at Band B: 94 at	17.36p 11.79p	£3.47 £11.08
02 Mar 11 to 17 May 11	32825 E	33775 C	950	950 at	12.83p	£121.89
Standing Charge				77 days at	13.15p	£10.13

Total electricity charges before VAT **£146.57**

What is a kWh split?

We split the electricity you use into Bands and we have a daily kWh limit per Band. Each Band has a different charge. Your bill shows the number of kWh we have charged at each banded price.

Discounts and Surcharges

No Mains Gas Discount	£1.86 cr
Total Discounts and Surcharges before VAT	£1.86 cr

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

VAT

VAT on £144.71 at 5%	£7.24
Total VAT	£7.24

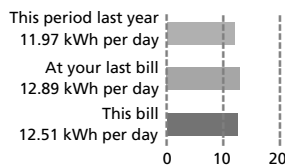
Tariff Update

You will see a number of different unit rates on your bill. These relate to changes we've made to your tariff prices from 02 Mar 11. We have also written to you explaining these changes in more detail.

Your total for this bill **£151.95**

Your energy usage

Your average daily electricity usage



Your usage may be based on estimated readings



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Statement for period
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Page 4 of 4

The following information is not a bill.

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.

The statement below shows how much energy you've consumed over the last 12 months and provides a prediction of your energy costs for the coming year. If you've got any questions regarding this information, please visit www.edfenergy.com/annualstatement, or call us free on the number above.

Annual Statement for period: 18/05/2011 - 17/05/2012

	Last 12 months Consumption [^]	Next 12 months value ^{^^}
Electricity	4,585 kWh	£588.26
Discounts		£8.02 cr
Surcharges		£48.13
VAT		£31.42
Total	4,585 kWh	£659.79

[^]The consumption figure displayed is an estimate based upon any readings that may have been obtained in a 12 month period.

^{^^}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

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.