

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



Hello Mr N Winchurst,

## Your electricity bill

### At a glance

07 June 2013 - 29 August 2013 (84 days)

Last time you owed 7 March 2013 - 6 June 2013	£131.11
You paid us (1 payment of £131.11)	£131.11 credit
So you bring forward	£0.00
Your charges for this period	£97.30
<b>Your new account balance</b>	<b>£97.30</b>

Please pay £97.30 by 12 Sep 2013

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: 29 Aug 2013

#### ✓ 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?

Last year, you missed out on £33.63 by not paying by monthly Direct Debit. We offer a 6% discount off your bill, calculated before other discounts and VAT are applied. Sign up today by visiting [edfenergy.com](http://edfenergy.com) or call **0800 096 9000**.

## And now the detail...

### ⚡ Electricity charges

Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
Meter number: D01D15342 Tariff: Standard (Variable)					
07 Jun 13 - 29 Aug 13	42052	42601	549 kWh	x 14.46p=	£79.39
	OUR READ	YOUR READ			
Standing charge (84 days @ 18.00p per day)					£15.12
<b>Total electricity charges for this period</b>					<b>£94.51</b>
No Mains Gas Discount					£1.84 credit
<b>Subtotal</b>					<b>£92.67</b>
VAT @ 5% of £92.67					£4.63
<b>Total charges for this period</b>					<b>£97.30</b>

#### Electricity supply number

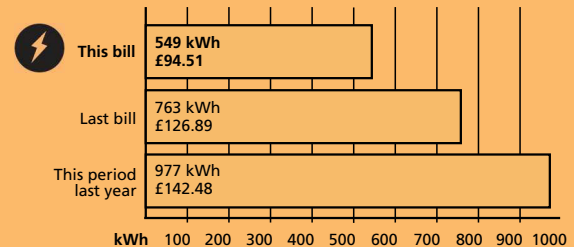
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#### Electricity distributor

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 3,537 kWh of electricity, costing £580.19. If you use the same amount for the next 12 months, that will come to £597.61. 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.

3,537 kWh of electricity	x 14.46p=	£511.45
365 days electricity standing charge	x 18.00p=	£65.70
No Mains Gas Discount		£8.00 credit
VAT @ 5% of £569.15		£28.46
<b>And all that comes to</b>		<b>£597.61</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



Thank you

\*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	14.46p 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

## Can we thank you?

As you've chosen not to receive marketing information from us, we can't thank you for being our customer with our *Thank yous* programme. To update your account, simply visit [www.edfenergy.com/mydetails](http://www.edfenergy.com/mydetails)

## 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	Gas
5% VAT	5% VAT
11% Social and environmental	4% Social and environmental
15% Operating	13% Operating
23% Delivery	24% Delivery
46% Wholesale electricity (Correct as at 31 December 2012)	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)