

Mrs Deborah Simmons
26
HEOL Y BRYN
UPPER TUMBLE
LLANELLI
SA14 6DR

Your account number: A-D79E70EE

Date: 21 September 2022

Hi Deborah, Your energy prices are going up on 1 October.

You're on a variable tariff which means your energy prices can go up or down. As you've probably heard, wholesale energy costs are higher than they've ever been (and even renewable backed energy has to be bought on the wholesale market) so unfortunately your prices will need to increase from 1 October.

However, the government recently announced that **the price cap is being replaced by the Energy Price Guarantee (EPG)**, which limits the amount you can be charged per unit of gas or electricity. So although your total bill will still be determined by how much energy you use, your prices won't rise by as much as previously expected under the price cap. Your new prices are shown overleaf.

Your Direct Debit - and the Energy Bills Support Scheme.

We checked if your monthly Direct Debit (DD) is set to the right amount for the energy you're using, and it needs to change to £256.11, starting with your October payment.

You're eligible for the government's Energy Bills Support Scheme £400 discount, so your new DD amount will include this as a reduction by £67 a month from October to March. **You don't need to do anything to claim this discount - it's automatically applied, you'll see it on your bill and you don't have to pay it back.** For more info on this and other government support available, visit eonnex.com/support.

And remember, DD prices are cheaper than if you pay a different way, so please don't cancel yours.

If you have a smart meter, you don't need to give us a meter reading as we'll get one automatically. If you don't, it's a good idea to take a reading on 1 October but you can send it to us up to five days later – **it doesn't have to be on the day.** The easiest way is online or WhatsApp on 0808 5015200.

Ways to save.

We know this price rise comes at a time when many households are facing a steep rise in the cost of living, so please look at the help we can offer in the box on the right of this letter, and check eonnex.com/energy-efficiency for ways you can save energy in your home.

Any way we can help, we will.

The E.ON Next Team

Need help or advice?

We understand that a lot of households are under huge financial pressure at the moment, so if you have questions or are worried about how you'll pay for your energy, there's lots of advice at eonnex.com/epg including links to payment support. Or you can contact us and we'll do all we can to help.

The quickest way to get in touch is to message us on **Facebook** or **Twitter** 24/7, email us at hi@eonnex.com or WhatsApp us on **0808 5015200**. If you'd prefer to call, it might take a bit longer as we're very busy right now, but we're here Monday to Thursday 9am-5pm, Friday 9am-4pm.


Or Citizens Advice can give independent energy advice and support - you can visit citizensadvice.org.uk/energy or call them Monday to Friday, 9am to 5pm on **0808 223 1133 (England/Wales)** or **0800 028 1456 (Scotland)**.

Here's what we think you'll pay over the next 12 months.

	Estimated annual costs until 30 September 2022	Estimated annual costs from 1 October 2022	Price difference
 Electricity	£2,951.84	£3,513.31	£561.47

Your personal projection includes the Energy Price Guarantee unit rate discount and VAT at 5%. As you're eligible for the Energy Bills Support Scheme you'll get an additional £400 annual discount as described on page 1. Your projection uses your estimated annual usage, your current prices, and your new prices for a period of 12 months. Variable prices may change at any time. Charges on your bill will be displayed excluding VAT. If you're on our Safeguard tariff, your personal projection includes any discounts and VAT at 5% but doesn't include any Warm Home Discount payments. It uses your estimated annual usage, your current prices, and your new prices for a period of 12 months. Safeguard prices may change at any time.

Your prices.

		What you're paying now	Your new prices from 1 October 2022
 Electricity 2199996966252	Standing charge (per day)	48.150p	49.168p
	Unit rate (per kWh)	28.289p	33.973p

Good to know.

You're already on our cheapest variable tariff for your meter type and mode. We'll let you know if this changes.

Some of our tariffs may require you to pay by Direct Debit, manage your account online and/or agree to have a smart meter installed, or change the mode of your smart meter if you have one. Some tariffs have limited availability and may be withdrawn at any time.

Thinking about changing supplier?

Opposite is the info you'll need if you want to get a quote. If you leave we'll keep you on your old prices, as long as your new supplier lets us know by 28 October and your switch is finished within six weeks. (The door will always be open for you to come back.) If you owe us money, we might object to you leaving us.

And 'faster switching' came in on 18 July, meaning it now only takes a few days to switch supplier instead of up to three weeks. Sections 2.2.3, 2.8 and 6.1 of your Terms and Conditions have been updated to reflect this - you can find the full terms at eonnex.com/terms, or contact us if you'd like a copy.

Electricity MPAN-2199996966252

Your tariff	Next Flex – Direct Debit version
Supply address	26, Heol Y Bryn, Upper Tumble, Llanelli, SA14 6DR
Payment method	Direct Debit Monthly
Estimated annual usage	9,813.3 kWh