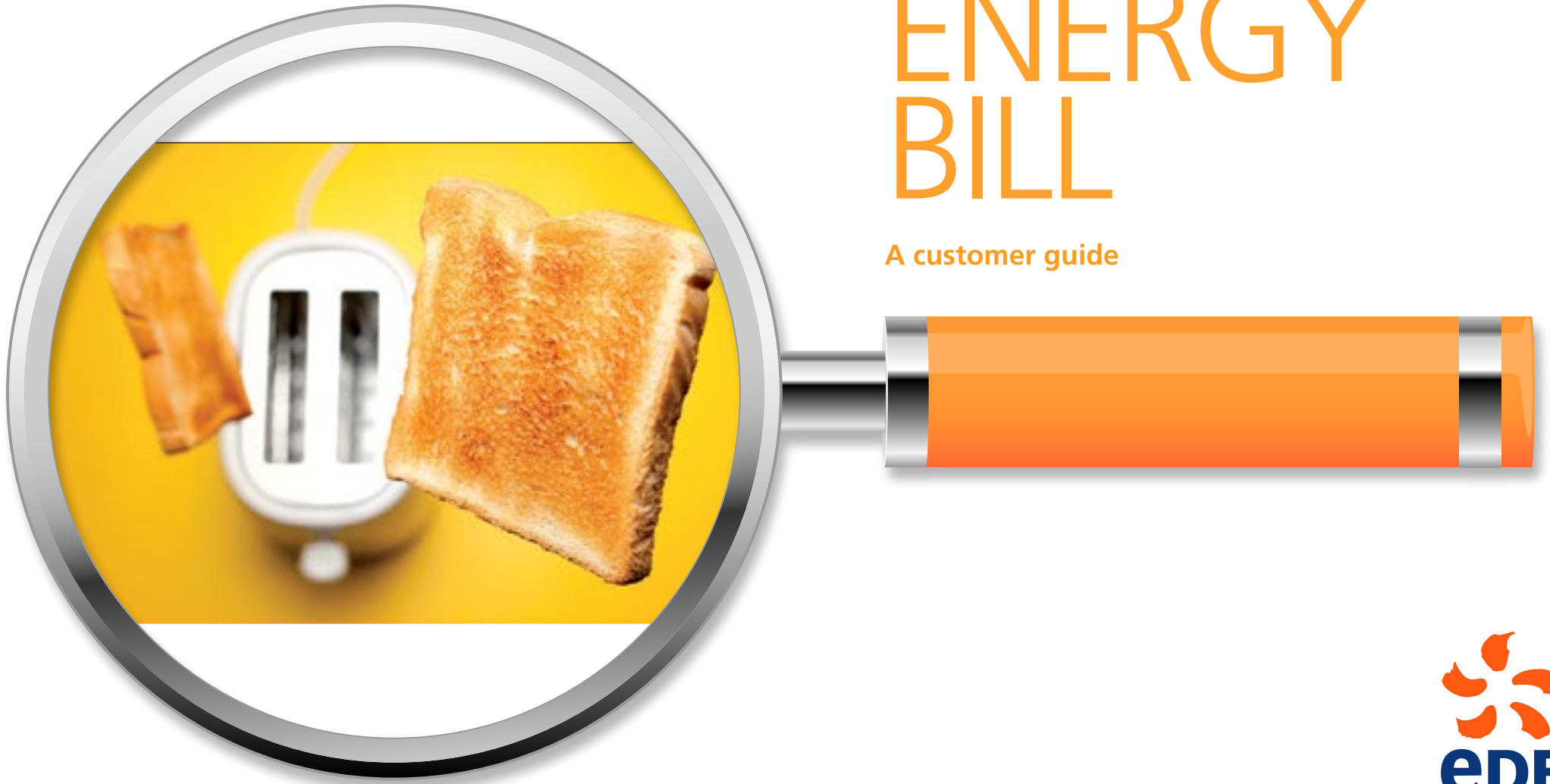


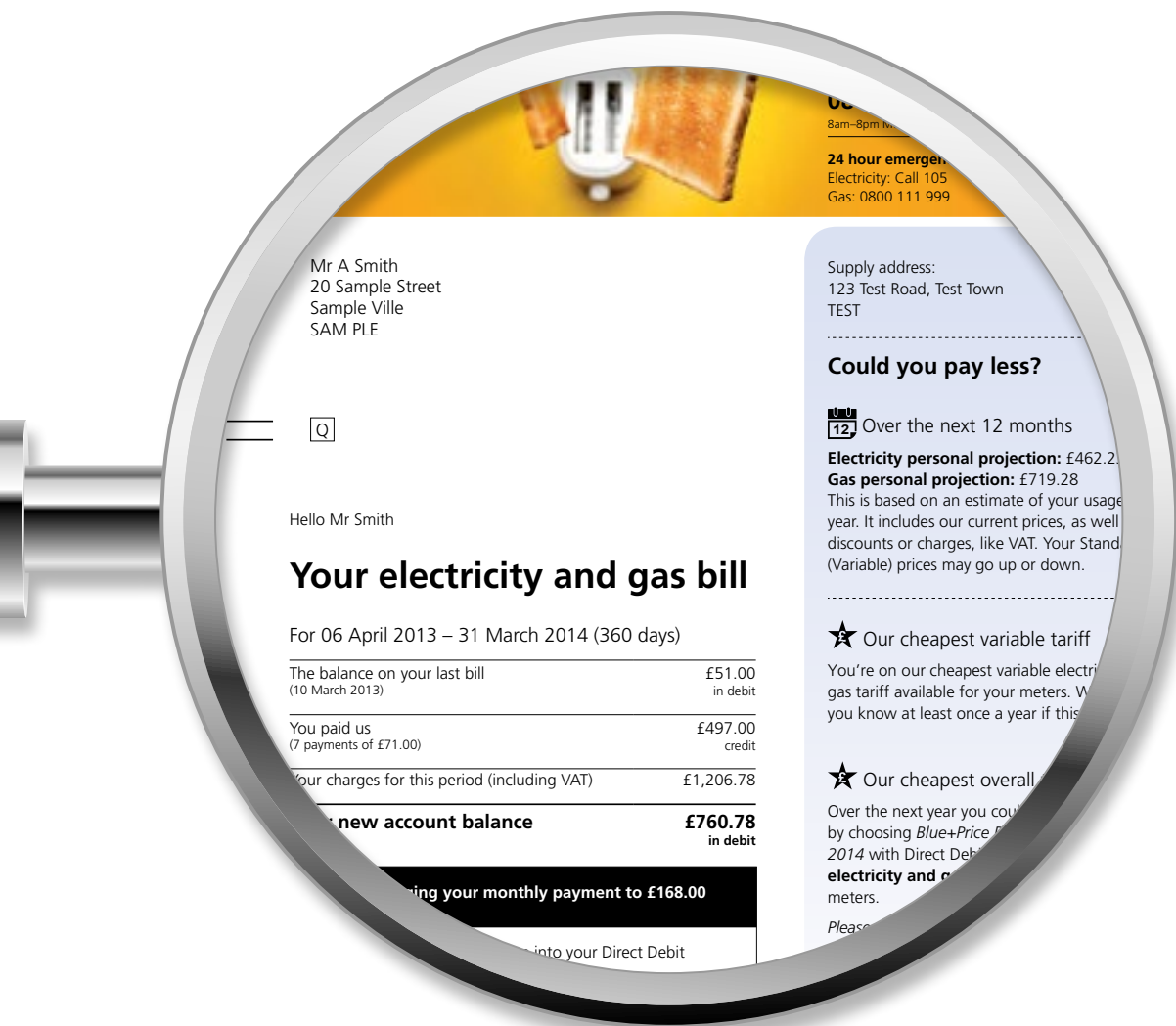


Take a closer look at your

ENERGY BILL

A customer guide





Your BETTER BILL JOURNEY

This e-guide has been put together to help you to understand your EDF Energy bill.

There are five different types of bill that you could receive from us depending on how you pay for your energy. These five examples are explained on the next page.

Simply click on a **payment type** on the next page for a closer look at each bill.

Your ENERGY BILL

If you're unsure which type of bill you've received, you can find this information under 'Payment method' on page 2 of your bill.

The type of bill you receive is based on the below **five payment types**. **Click** on the one you want to view.

Budget Direct Debit: You pay a set amount each month by Direct Debit. This helps balance your energy budget over the year. We agree the amount with you when you sign up and then we might change the amount when we get more information about how much energy you actually use in your household.

You may receive two types of bill.

Your periodic bill is sent at the end of your annual billing period. It lets you know whether your payments have covered your costs over the year; based on the information we have about your energy use. It explains your new Direct Debit amount for next year and whether or not you have a balance that we'll collect or return to you. We will do this either by rolling the balance into next year, or collecting or returning it directly from/to your bank account.

Your interim bill is sent when we get an actual read during the year. We let you know where you are and if your payments are changing.

Cash/Cheque Whole Amount: You pay a set amount each quarter when you receive a reminder. You'll receive two types of documents:


Your Read Reminder is issued to remind you to send us an up-to-date meter reading so that we can send you an accurate bill. If you choose not to read your meter, we'll ask you to pay a suggested amount that we believe will help balance your payments over the year. To view the Read Reminder guide, click on the link at the top of this page.

Your Bill is sent to you when we have a meter read. If we haven't had an actual read in about a year, then we'll send you an estimated bill.

If you pay by Cash/Cheque Quarterly or Cash/Cheque Monthly, you'll receive quarterly or monthly bills, that may be based on actual or estimated meter readings.


Direct Debit Whole Amount: Same as cash / cheque, only we collect the suggested payment amount (if you haven't provided a meter reading) directly from your bank account.

Prepayment: You pay as you go for your energy by topping up your EDF Energy prepayment key and/or card. You don't receive bills requesting payments. Your regular statement shows you how much you've spent on your electricity and/or gas during this period.



edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
 Electricity: Call 105
 Gas: 0800 111 999



About your charges

Electricity

Period	18395	21695	Charge
Me	OUR READ	YOUR READ	
Charge (365 days @ 14.00p per day)			

Electricity charges for this period

	Previous reading	Latest reading
02/31/18	18395	21695
Standing charge		£10.30
Total gas charges		£171.30

*Your gas meter measures usage in cubic metres. To convert this into kWh, we have to do a bit of maths to turn this into kWh. Here's how it works:
 GAS UNITS USED x CALORIFIC VALUE (39.1) x VOLUME AS (1.02264) = 3.6 kWh

Subtotal	£1,149.39
VAT @ 5% of £1,149.39	£57.47
Total charges for this period	£1,206.78

About your tariff

Page 2 of 3

You can use the information below to compare your current tariff with others.

Electricity

Tariff name	Standard (Variable)
Payment method	Monthly Direct Debit
Tariff end date	None
Exit fee (for early cancellation of tariff)	None
Annual consumption (based on estimates)	3,200 kWh

Gas

Tariff name	Standard (Variable)
Payment method	Monthly Direct Debit
Tariff end date	None
Exit fee (for early cancellation of tariff)	None
Annual consumption (based on estimates)	16,500 kWh

Electricity

Supply number:

S	01	001	002
	11	0002	0001 001

Distributor:

UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

Electricity

Supply number:

S	01	001	002
	11	0002	0001 001

Distributor:

UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

Gas

Meter point reference:

111111111

Gas

Meter point reference:

111111111

123 123 123 123

Page 1 of your BUDGET DIRECT DEBIT (Periodic) bill explained

- 1 Your account number**
This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.
- 2 Bill date**
This is the date we generated this bill.
- 3 Contact details**
Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access [Frequently Asked Questions](#), submit meter reads or change tariffs by logging into [MyAccount](#). This section also displays the telephone numbers you need if you have an electricity or gas emergency.
- 4 Billing period**
The billing period shows the start and end date of the period the bill covers.
- 5 The balance on your last review**
This shows what your balance was the last time we sent you a bill. You need to be aware that if past readings have been amended, you may have cancelled charges. These will be detailed on page 2.
- 6 You paid us**
Shows how much you've paid since we last sent you a bill.
- 7 Your charges this period**
This is a total amount for the billing period [see 4]. A breakdown of these charges is shown on page 2. To avoid under or over estimated bills, we recommend that you read your meter(s) when requested by your reminder letter. This ensures that you'll receive an accurate bill and also obtain the discounts you're entitled to.
- 8 Your new account balance**
This is the total amount your account is 'in credit' / 'in debit' on the date we generated this bill.
- 9 Important information about your payment requirements**
Your bill now includes a section to clearly explain what you'll need to pay. This is to help you understand why your Direct Debit payments may have changed. We explain here how we've worked it out.
- 10 Address of energy supply**
This is the property which has used the energy, if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your bill.
- 11 Personal Projection**
The Personal Projection is a forecast of your energy costs over the coming 12 months. It will be based on reads received during the previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.
- 12 Could you pay less?**
This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff based on your current consumption. If you're already on our overall cheapest tariff we'll let you know.
Cheapest 'similar': this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.
Cheapest 'overall': this identifies the overall cheapest available tariff we have, and is compatible with your meter but not necessarily of the same type. For example, if you are on a Variable price tariff we might show you a Fixed price tariff here if it is cheaper, or vice versa.
- 13 Unique code**
This code will indicate the type of bill you have received. The six letter code shows the following information about your bill: Payment type, Pay frequency, Meter Read type, Bill type. We use this code to help us to help you when you are on the phone with a query about your bill.

1 Account number
123 123 123 123

2 Bill date: 31 Mar 2014

3 edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat
EDF ENERGY

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999

10 Supply address: 123 Test Road, Test Town TEST

11 **Could you pay less?**
Over the next 12 months
Electricity personal projection: £462.23
Gas personal projection: £719.28
This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.

12 **Our cheapest variable tariff**
You're on our cheapest variable electricity and gas tariff available for your meters. We'll let you know at least once a year if this changes.

13 **Our cheapest overall tariff**
Over the next year you could save **£140.50** by choosing **Blue+Price Promise September 2014** with Direct Debit our **cheapest fixed electricity and gas tariff** available for your meters.
Please note, Blue+Price Promise September 2014 has limited availability and may be withdrawn from sale at any time.

Remember – it might be worth thinking about switching your tariff or supplier.
Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.
For more about your current tariff, see page 2.

Mr A Smith
20 Sample Street
Sample Ville
SAM PLE

Q

Hello Mr Smith

4 Your electricity and gas bill

4 For 06 April 2013 – 31 March 2014 (360 days)

The balance on your last bill (10 March 2013)	£51.00 in debit
You paid us (7 payments of £71.00)	£497.00 credit
Your charges for this period (including VAT)	£1,206.78
Your new account balance	£760.78 in debit

9 **We are changing your monthly payment to £168.00**

We've rolled your debit balance into your Direct Debit payments for the year.

To set your new monthly amount we look at how much you've used in the past and adjust it for typical weather patterns. With your balance, current prices and VAT included, we estimate that you'll pay **£2,013.57** for your energy by the end of your next Annual Billing Period (which ends on **30 Mar 2014**).

That means we'll spread **£2,014.00** over 12 payments. So, unless we hear from you, your Direct Debit will change to **£168.00** on **18 Apr 2014**.

If you'd like to make any changes to your Direct Debit, a minimum of four working days' notice is needed before your next payment.

This is not a VAT invoice



123 123 123 123


13 BDDMCP

Page 2 of your BUDGET DIRECT DEBIT (Periodic) bill explained

- 14 Recent account activity**
When displayed, this section highlights any relevant changes made to your account during this billing period. This can include:
 - Reminders to provide meter readings
 - Rebates
 - Refunds
 - Tariff changes
 - Price changes
 - Cancelled/Reversed charges

To see how this information is displayed, refer to pages 8 and 11 of this guide.
- 15 About your charges**
This section shows a detailed breakdown of your charges.
- 16 Direct Debit Identifier**
Tariff description will show payment method if 'Direct Debit'. That way, you'll know you're getting the Direct Debit unit rate.
- 17 Meter information and distributor details**
This section shows your unique meter information for your electricity and gas, and your electricity distributor details.

- 18 About your tariff**
This section provides you with information about your tariffs to help you compare your current tariff(s) with others.
The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.
-  This symbol indicates electricity
-  This symbol indicates gas




edfenergy.com

0800 096 9000

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

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999



14 About your charges

15 Electricity

Period	Previous reading	Latest reading	Electricity units used	kWh	Charge
<small>Meter: D0123456 Tariff: Standard (Variable) – Direct Debit</small>					
06 Apr 13 – 31 Mar 14	18395	21695	3300 kWh	12.16p	£401.28
	<small>OUR READ</small>	<small>YOUR READ</small>			
<small>Standing charge (365 days @ 14.00p per day)</small>					£51.10
Total electricity charges for this period					£452.38

16 Gas

Period	Previous reading	Latest reading	Gas units used	kWh rate	Charge
<small>Meter: 123450S Tariff: Standard (Variable) – Direct Debit</small>					
06 Apr 13 – 31 Mar 14	8440	9955	1515	3.665p	£616.71
	<small>OUR READ</small>	<small>YOUR READ</small>	<small>= 16827 kWh¹</small>		
<small>Standing charge (365 days @ 22.00p per day)</small>					£80.30
Total gas charges for this period					£697.01

¹Your gas meter measures usage in units, but like all suppliers, we have to do a bit of maths to turn this into kWh. Here's how it works:
GAS UNITS USED \times CALORIFIC VALUE (39.1) \times VOLUME AS (1.02264) \times 3.6

Subtotal	£1,149.39
<small>VAT @ 5% of £1,149.39</small>	£57.47
Total charges for this period	£1,206.78

About your tariff Page 2 of 3

You can use the information below to compare your current tariff with others.

18 Electricity

Tariff name	Standard (Variable)
Payment method	Monthly Direct Debit
Tariff end date	None
Exit fee <small>(for early cancellation of tariff)</small>	None
Annual consumption <small>(based on estimates)</small>	3,200 kWh

Gas

Tariff name	Standard (Variable)
Payment method	Monthly Direct Debit
Tariff end date	None
Exit fee <small>(for early cancellation of tariff)</small>	None
Annual consumption <small>(based on estimates)</small>	16,500 kWh

17

Electricity

Supply number:	01 001 002
	11 0002 0001 001

Distributor:

UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

Gas

Meter point reference:

11111111

123 123 123 123

Roll over the numbers below for a closer look

Page 3 of your BUDGET DIRECT DEBIT (Periodic) bill explained

19 Frequently asked questions


We've included answers to some of our customers' frequently asked questions.

20 About your usage

These graphs compare your total electricity and gas usage over the following periods:

- The period covered by this bill
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.



edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999

19 Frequently asked questions

If my personal projection is £1,181.51 then how can my monthly Direct Debit be £168.00?

Your personal projection is a comparison tool. It enables you to see how much your energy will cost over the next 12 months if you use the same amount as last year. This is useful if you want to understand energy prices over time or compare your tariff with others available. We work out your Direct Debit a little bit differently. This forecast will include any past balance and it also accounts for typical UK weather patterns. That way, any unusual weather last year doesn't mean you're paying too much or too little this year. The aim is to help you smooth your payments over the year as much as possible.

How did you work out my Direct Debit?

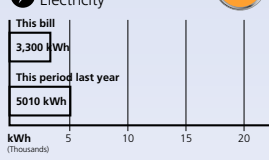
Unless one of our advisors has agreed an amount with you, or altered it to resolve a problem on your account, your Direct Debit payment was calculated in a specific way. First, we use any meter readings we have to estimate your usage until the end of your annual billing period. This is then adjusted for typical weather patterns. We calculate the costs based on your current prices and roll-in any outstanding debit or credit that we aren't already collecting. The cost is then divided over the number of payments you'll make by the end of your annual billing period. All of that happens separately for electricity and gas (if you have both). If the change from your current payment amount on either fuel would be less than 5%, we don't change that portion of your payment. We do all of this to try and flatten your payments as much as possible throughout the year to avoid repeated minor changes to your Direct Debit.

About your usage Page 3 of 3

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

20

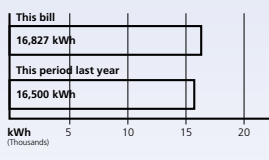
Electricity



This bill	3,300 kWh
This period last year	5010 kWh

kWh (Thousands)

Gas



This bill	16,827 kWh
This period last year	16,500 kWh

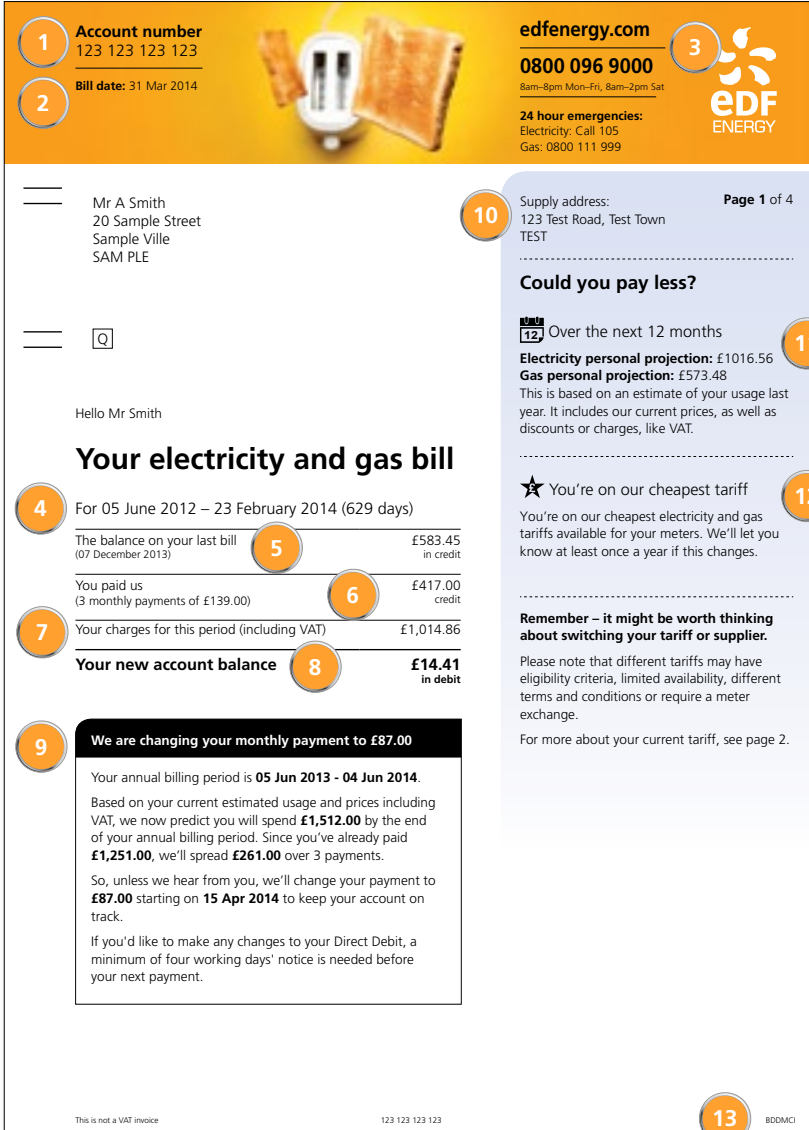
kWh (Thousands)

123 123 123 123

Your energy bill | BDD(P) p1 | BDD(P) p2 | **BDD(P) p3** | BDD(I) p1 | BDD(I) p2 | BDD(I) p3 | Cash or cheque p1 | Cash or cheque p2 | Cash or cheque p3 | DDWA p1 | DDWA p2 | DDWA p3 | PPM p1 | PPM p2 | PPM p3

Page 1 of your BUDGET DIRECT DEBIT (Interim) bill explained

- 1 Your account number**
This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.
- 2 Bill date**
This is the date we generated this bill.
- 3 Contact details**
Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access [Frequently Asked Questions](#), submit meter reads or change tariffs by logging into [MyAccount](#). This section also displays the telephone numbers you need if you have an electricity or gas emergency.
- 4 Billing period**
The billing period shows the start and end date of the period the bill covers.
- 5 The balance on your last review**
This shows what your balance was the last time we sent you a bill. You need to be aware that if past readings have been amended, you may have cancelled charges. These will be detailed on page 2.
- 6 You paid us**
Shows how much you've paid since we last sent you a bill.
- 7 Your charges this period**
This is a total amount for the billing period [see 4]. A breakdown of these charges is shown on page 2. To avoid under or over estimated bills, we recommend that you read your meter(s) when requested by your reminder letter. This ensures that you'll receive an accurate bill and also obtain the discounts you're entitled to.
- 8 Your new account balance**
This is the total amount your account is 'in credit' / 'in debit' on the date we generated this bill.
- 9 Important information about your payment requirements**
Your bill now includes a section to clearly explain what you'll need to pay. This is to help you understand why your Direct Debit payments may have changed. We explain here how we've worked it out.
- 10 Address of energy supply**
This is the property which has used the energy, if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your bill.
- 11 Personal Projection**
The Personal Projection is a forecast of your energy costs over the coming 12 months. It will be based on reads received during the previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.
- 12 Could you pay less?**
This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff based on your current consumption. If you're already on our overall cheapest tariff we'll let you know.
Cheapest 'similar': this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.
Cheapest 'overall': this identifies the overall cheapest available tariff we have, and is compatible with your meter but not necessarily of the same type. For example, if you are on a Variable price tariff we might show you a Fixed price tariff here if it is cheaper, or vice versa.
- 13 Unique code**
This code will indicate the type of bill you have received. The six letter code shows the following information about your bill: Payment type, Pay frequency, Meter Read type, Bill type. We use this code to help us to help you when you are on the phone with a query about your bill.



1 Account number
123 123 123 123

2 Bill date: 31 Mar 2014

3 edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999

EDF ENERGY

Mr A Smith
20 Sample Street
Sample Ville
SAM PLE

Supply address: 123 Test Road, Test Town
TEST

10 **Could you pay less?**

11 **Electricity personal projection:** £1016.56
Gas personal projection: £573.48
This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT.

12 **★ You're on our cheapest tariff**
You're on our cheapest electricity and gas tariffs available for your meters. We'll let you know at least once a year if this changes.

Remember – it might be worth thinking about switching your tariff or supplier.
Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.
For more about your current tariff, see page 2.

4 For 05 June 2012 – 23 February 2014 (629 days)

The balance on your last bill (07 December 2013)	5 £583.45 in credit
You paid us (3 monthly payments of £139.00)	6 £417.00 credit
7 Your charges for this period (including VAT)	£1,014.86
8 Your new account balance	£14.41 in debit

9 **We are changing your monthly payment to £87.00**

Your annual billing period is **05 Jun 2013 - 04 Jun 2014**.
Based on your current estimated usage and prices including VAT, we now predict you will spend **£1,512.00** by the end of your annual billing period. Since you've already paid **£1,251.00**, we'll spread **£261.00** over 3 payments.
So, unless we hear from you, we'll change your payment to **£87.00** starting on **15 Apr 2014** to keep your account on track.
If you'd like to make any changes to your Direct Debit, a minimum of four working days' notice is needed before your next payment.

This is not a VAT invoice



123 123 123 123


13 BDDACI

Page 2 of your BUDGET DIRECT DEBIT (Interim) bill explained

- 14 Recent account activity**
When displayed, this section highlights any relevant changes made to your account during this billing period. This can include:
 - Reminders to provide meter readings
 - Rebates
 - Refunds
 - Tariff changes
 - Price changes
 - Cancelled/Reversed charges
- 15 About your charges**
This section shows a detailed breakdown of your charges.
- 16 Direct Debit Identifier**
Tariff description will show payment method if 'Direct Debit'. That way, you'll know you're getting the Direct Debit unit rate.
- 17 Meter information and distributor details**
This section shows your unique meter information for your electricity and gas, and your electricity distributor details.

- 18 About your tariff**
This section provides you with information about your tariffs to help you compare your current tariff(s) with others.


The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.
 -  This symbol indicates electricity
 -  This symbol indicates gas



edfenergy.com

0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999



About your charges

You'll see a number of different rates on your bill. This is because:

- You'll see a number of different rates on your bill. This relates to a price change we made on 01 October 2012.
- You'll see a number of different rates on your bill. This relates to a price change we made on 02 March 2013.
- You switched from the Standard (Variable) E7 Tariff to the Fixed Saver V2 on 23 September 2013.

Electricity

Period	Type	Previous reading	Latest reading	Electricity units used	kWh	Charge
<small>Meter: D0123456 Tariff: Standard (Variable) E7 - Direct Debit</small>						
05 Jun 12 - 30 Sep 12	Day	63782 <small>ESTIMATED</small>	64568 <small>ESTIMATED</small>	786 Band A: 323 kWh Band B: 463	19.33p 11.85p	£62.44 £54.87
	Night	13762 <small>ESTIMATED</small>	13892 <small>ESTIMATED</small>	130 kWh	4.64p	£6.03
01 Oct 12 - 03 Jan 13	Day	64568 <small>ESTIMATED</small>	65658 <small>ESTIMATED</small>	1090 Band A: 260 kWh Band B: 830	19.83p 12.16p	£51.56 £100.93
	Night	13892 <small>ESTIMATED</small>	14075 <small>ESTIMATED</small>	183 kWh	4.76p	£8.71
04 Jan 13 - 01 Mar 13	Day	65658 <small>ESTIMATED</small>	66463 <small>ESTIMATED</small>	805 Band A: 156 kWh Band B: 649	19.83p 12.16p	£30.93 £78.92
	Night	14075 <small>ESTIMATED</small>	14233 <small>ESTIMATED</small>	158 kWh	4.76p	£7.52
02 Mar 13 - 13 Sep 13	Day	66463 <small>ESTIMATED</small>	68168 <small>ESTIMATED</small>	1705 kWh	14.21p	£242.28
	Night	14233 <small>ESTIMATED</small>	14622 <small>ESTIMATED</small>	389 kWh	5.15p	£20.03

About your charges continues on next page.

Electricity

Supply number:
S 01 001 002
11 0002 0001 001

Distributor:
UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

Gas

Meter point reference:
11111111

Page 3 of your BUDGET DIRECT DEBIT (Interim) bill explained

19 Frequently asked questions


We've included answers to some of our customers' frequently asked questions.


20 About your usage

These graphs compare your total electricity and gas usage over the following periods:

- The period covered by this bill
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.



edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat
24 hour emergencies:
Electricity: Call 105
 Gas: 0800 111 999


19 Frequently asked questions

If my personal projection is £1,590.04 then how can my monthly Direct Debit be £87.00?

Your personal projection is a comparison tool. It enables you to see how much your energy will cost over the next 12 months if you use the same amount as last year. This is useful if you want to understand energy prices over time or compare your tariff with others available. We work out your Direct Debit a little bit differently. This forecast will include any past balance and it also accounts for typical UK weather patterns. That way, any unusual weather last year doesn't mean you're paying too much or too little this year. The aim is to help you smooth your payments over the year as much as possible.

How did you work out my Direct Debit?

Unless one of our advisors has agreed an amount with you, or altered it to resolve a problem on your account, your Direct Debit payment was calculated in a specific way. First, we use any meter readings we have to estimate your usage until the end of your annual billing period. This is then adjusted for typical weather patterns. We calculate the costs based on your current prices and roll-in any outstanding debit or credit that we aren't already collecting. The cost is then divided over the number of payments you'll make by the end of your annual billing period. All of that happens separately for electricity and gas (if you have both). If the change from your current payment amount on either fuel would be less than 5%, we don't change that portion of your payment. We do all of this to try and flatten your payments as much as possible throughout the year to avoid repeated minor changes to your Direct Debit.

About your usage Page 4 of 4

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

Electricity 20

This bill	7,761 kWh
This period last year	8,915 kWh

kWh (Thousands)

Gas

This bill	13,830 kWh
This period last year	15,050 kWh

kWh (Thousands)

123 123 123 123

Your energy bill | BDD(P) p1 | BDD(P) p2 | BDD(P) p3 | BDD(I) p1 | BDD(I) p2 | **BDD(I) p3** | Cash or cheque p1 | Cash or cheque p2 | Cash or cheque p3 | DDWA p1 | DDWA p2 | DDWA p3 | PPM p1 | PPM p2 | PPM p3

Page 1 of your CASH or CHEQUE bill explained

- 1 Your account number**
This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.
- 2 Bill date**
This is the date we generated this bill.
- 3 Contact details**
Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access [Frequently Asked Questions](#), submit meter reads or change tariffs by logging into [MyAccount](#). This section also displays the telephone numbers you need if you have an electricity or gas emergency.
- 4 Billing period**
The billing period shows the start and end date of the period the bill covers.
- 5 Last time you owed**
'Last time you owed' shows what you owed us last time; based on either your actual use or, if we did not have meter readings covering that period, on your 'Standard Payment Amount'. Your Standard Payment Amount is based on our estimate of your use.
- 6 You paid us**
Shows how much you've paid since we last sent you a bill.
- 7 So you bring forward**
This shows the credit / debit balance brought forward from your last bill.
- 8 Your charges this period**
Shows your charges this period – which is what you owe us for the energy you used for the period covered by this bill.

- 9 Please pay**
This shows how much you need to pay by Cash or Cheque and by when.
- 10 Address of energy supply**
This is the property which has used the energy if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your bill.
- 11 Personal Projection**
The Personal Projection is a forecast of your energy costs over the coming 12 months. It will be based on reads received during the previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.
- 12 Could you pay less?**
This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff based on your current consumption. If you're already on our overall cheapest tariff we'll let you know.
Cheapest 'similar': this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.
Cheapest 'overall': this identifies the overall cheapest available tariff we have, and is compatible with your meter but not necessarily of the same type. For example, if you are on a Variable price tariff we might show you a Fixed price tariff here if it is cheaper, or vice versa.
- 13 Unique code**
This code will indicate the type of bill you have received. The six letter code shows the following information about your bill: Payment type, Pay frequency, Meter Read type, Bill type. We use this code to help us to help you when you are on the phone with a query about your bill.

1 Account number
123 123 123 123

2 Bill date: 31 Mar 2014

3 edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat
EDF ENERGY

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999

Supply address: 123 Test Road, Test Town TEST **Page 1 of 3**

Could you pay less?

11 Over the next 12 months
Electricity personal projection: £454.61
Gas personal projection: £550.44
This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.

12 **★ Our cheapest variable tariff**
Over the next year you could save **£110.50** by choosing Direct Debit with **Standard (Variable)**, our **cheapest variable electricity and gas tariff** available for your meters.

★ Our cheapest overall tariff
Over the next year you could save **£123.45** by choosing Direct Debit with **Blue+Price Promise September 2014**, our **cheapest fixed electricity and gas tariff** available for your meters.
Please note, Blue+Price Promise September 2014 has limited availability and may be withdrawn from sale at any time.

Remember – it might be worth thinking about switching your tariff or supplier.
Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.
For more about your current tariff, see page 2.

Mr A Smith
20 Sample Street
Sample Ville
SAM PLE

Q

Hello Mr Smith

Your electricity and gas bill

4 04 March 2014 – 31 March 2014 (28 days)

5 Last time you owed (04 July 2013 – 03 March 2014) £88.67

6 You paid us (1 payment of £88.67) £88.67 credit

7 So you bring forward £0.00

8 Your charges for this period (including VAT) £36.62

Your new account balance **£36.62** in debit

9 Please pay **£36.62** by 14 Apr 2014

This bill is based on your latest meter readings.
Please turn to the next page to see the detail.


This is not a VAT invoice 123 123 123 123 **13** SCCGA

Page 2 of your CASH or CHEQUE bill explained

- 14 Recent account activity**
When displayed, this section highlights any relevant changes made to your account during this billing period. This can include:
 - Reminders to provide meter readings
 - Rebates
 - Refunds
 - Tariff changes
 - Price changes
 - Cancelled/Reversed charges
- 15 About your charges**
This section shows a detailed breakdown of your charges.
- 16 Meter information and distributor details**
This section shows your unique meter information for your electricity and gas, and your electricity distributor details.

- 17 About your tariff**
This section provides you with information about your tariffs to help you compare your current tariff(s) with others.

The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.
- ⚡ This symbol indicates electricity
- 🔥 This symbol indicates gas




edfenergy.com

0800 096 9000

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

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999



About your charges

- Your product has been changed from Standard (Variable) to Standard (Variable) from 4 March 2014

14 Recent account activity

We cancelled your electricity charges (excluding VAT) from 13 December 2013 - 5 March 2014	£34.28 credit
Goodwill Payment	£50.00 credit
Refund 13 March 2014	£52.50
Total recent account activity	£31.78 credit

15 Electricity

Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
<small>Meter: D0456789 Tariff: Standard (Variable)</small>					
04 Mar 14 - 31 Mar 14	21305	21695	390 kWh	12.03p	£46.92
	<small>YOUR READ</small>	<small>YOUR READ</small>			
Standing charge (28 days @ 13.15p per day)					£3.68
Total electricity charges for this period					£50.60

Gas

Period	Previous reading	Latest reading	Gas units used	kWh rate	Charge
<small>Meter: 40123455 Tariff: Standard (Variable)</small>					
04 Mar 14 - 31 Mar 14	8440	8475	35	3.35p	£13.03
	<small>YOUR READ</small>	<small>YOUR READ</small>	<small>= 389 kWh</small>		
Standing charge (28 days @ 19.72p per day)					£5.52
Total gas charges for this period					£18.55

*Your gas meter measures usage in units, but like all suppliers, we have to do a bit of maths to turn it into kWh. Here's how it works:
GAS UNITS USED x CALORIFIC VALUE (39.1) x VOLUME AS (1.02264) = 3.6

Subtotal	£37.37
VAT @ 5% of £50.00	£3.46
VAT on Goodwill Payment at 5% of £50.00	£2.50 in credit
Cancelled VAT (5% on £34.28) was	£1.71 in credit
Total charges for this period	£36.62

16 Electricity

Supply number:	Distributor:
01 001 002 11 0002 0001 001	UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

About your tariff

Page 2 of 3

You can use the information below to compare your current tariff with others.

17

⚡ Electricity

Tariff name	Standard (Variable)
Payment method	Standard Cash/ Cheque Quarterly
Tariff end date	None
Exit fee	None
<small>(for early cancellation of tariff)</small>	
Annual consumption	3,200 kWh
<small>(based on estimates)</small>	

🔥 Gas

Tariff name	Standard (Variable)
Payment method	Standard Cash/ Cheque Quarterly
Tariff end date	None
Exit fee	None
<small>(for early cancellation of tariff)</small>	
Annual consumption	13,500 kWh
<small>(based on actual meter readings)</small>	

Meter point reference:
11111111

Your energy bill | BDD(P) p1 | BDD(P) p2 | BDD(P) p3 | BDD(I) p1 | BDD(I) p2 | BDD(I) p3 | Cash or cheque p1 | **Cash or cheque p2** | Cash or cheque p3 | DDWA p1 | DDWA p2 | DDWA p3 | PPM p1 | PPM p2 | PPM p3

Roll over the numbers below for a closer look

Page 3 of your CASH or CHEQUE bill explained

18 Payment history

Only shown on Cash Cheque and some Direct Debit bills; where ad hoc payments have been made or payments returned, between your last bill and the bill most recently received.

19 About your usage

These graphs compare your total electricity and gas usage over the following periods:

- The period covered by this bill
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.

20 Payment slip

A payment slip is attached to your bill, which you can choose to complete and send back to us to make your payment. You can find other ways to pay on the back of your bill.

edfenergy.com
0800 096 9000
 8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
 Electricity: Call 105
 Gas: 0800 111 999

EDF ENERGY

18 Your payment history

10 March 2014	£88.67
---------------	--------

19 About your tariff Page 3 of 3

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

Electricity

This bill	390 kWh
This period last year	421 kWh

Gas

This bill	389 kWh
This period last year	352 kWh

20 Payment slip

Santander **Payment Slip** **Bank Giro Credit**

Reference (customer account number): 123456700001
 Credit account number: 001 0001
 Amount due (no fee payable at PO counter): £36.62

signature: _____ date: _____

Cashier's stamp and initials: 43-09-98

Barcode: 6336 6700 1671 0000 0454 106

Bank Giro Credit: £ _____

EDF Energy 000 7242 0000

Please do not write or mark below this line
 Do not fold this payment slip

HSBC Bank plc
 Head Office Collection Account
 EDF Energy Customers plc

Page 1 of your DIRECT DEBIT WHOLE AMOUNT bill explained

- 1 Your account number**
This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.
- 2 Bill date**
This is the date we generated this bill.
- 3 Contact details**
Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access [Frequently Asked Questions](#), submit meter reads or change tariffs by logging into [MyAccount](#). This section also displays the telephone numbers you need if you have an electricity or gas emergency.
- 4 Billing period**
The billing period shows the start and end date of the period the bill covers.
- 5 The balance on your last review**
This shows what your balance was the last time we sent you a bill. You need to be aware that if past readings have been amended, you may have cancelled charges. These will be detailed on page 2.
- 6 You paid us**
Shows how much you've paid since we last sent you a bill.
- 7 Your charges this period**
This is a total amount for the billing period [see 4]. A breakdown of these charges is shown on page 2. To avoid under or over estimated bills, we recommend that you read your meter(s) when requested by your reminder letter. This ensures that you'll receive an accurate bill and also obtain the discounts you're entitled to.
- 8 Your new account balance**
This is the total amount your account is 'in credit' / 'in debit' on the date we generated this bill.

- 9 Important information about your payment requirements**
Your bill now includes a section to clearly explain what you'll need to pay. This is to help you understand why your Direct Debit payments may have changed. We explain here how we've worked it out.
- 10 Address of energy supply**
This is the property which has used the energy, if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your bill.
- 11 Personal Projection**
The Personal Projection is a forecast of your energy costs over the coming 12 months. It will be based on reads received during the previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.
- 12 Could you pay less?**
This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff based on your current consumption. If you're already on our overall cheapest tariff we'll let you know.
Cheapest 'similar': this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.
Cheapest 'overall': this identifies the overall cheapest available tariff we have, and is compatible with your meter but not necessarily of the same type. For example, if you are on a Variable price tariff we might show you a Fixed price tariff here if it is cheaper, or vice versa.
- 13 Unique code**
This code will indicate the type of bill you have received. The six letter code shows the following information about your bill: Payment type, Pay frequency, Meter Read type, Bill type. We use this code to help us to help you when you are on the phone with a query about your bill.

1 Account number
123 123 123 123

2 Bill date: 20 Feb 2014

3 edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat
EDF ENERGY

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999

10 Supply address: 123 Test Road, Test Town TEST
Page: 1 of 3

11 Electricity personal projection: £XXX.XX
This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Warmwise prices may go up or down.

12 Could you pay less?
★ You're on our cheapest tariff
You're on our cheapest electricity tariff available for your meter. We'll let you know at least once a year if this changes.
Remember – it might be worth thinking about switching your tariff or supplier.
Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.
For more about your current tariff, see page 2.

4 For 10 August 2011 – 01 November 2011 (84 days)

The balance on your last bill (09 August 2011)	5	£5.41 in debit
You paid us (3 monthly payments of £37.00)	6	£111.00 credit
Your charges for this period (including VAT)	7	£84.31
Your new account balance	8	£21.28 in credit

9 Your payments are staying the same
We've rolled your credit balance into your Direct Debit payments for the year.
Because your monthly payments are staying the same, there is nothing you need to do at the moment.
If you'd like to make any changes to your Direct Debit, a minimum of four working days' notice is needed before your next payment.

13 Unique code

This is not a VAT invoice 123 123 123 123 BDDMAP

Page 2 of your DIRECT DEBIT WHOLE AMOUNT bill explained

14 Recent account activity

When displayed, this section highlights any relevant changes made to your account during this billing period. This can include:

- Reminders to provide meter readings
- Rebates
- Refunds
- Tariff changes
- Price changes
- Cancelled/Reversed charges

To see how this information is displayed, refer to pages 8 and 11 of this guide.

15 About your charges

This section shows a detailed breakdown of your charges.

16 Direct Debit Identifier

Tariff description will show payment method if 'Direct Debit'. That way, you'll know you're getting the Direct Debit unit rate.


17 Meter information and distributor details

This section shows your unique meter information for your electricity and gas, and your electricity distributor details.


18 About your tariff

This section provides you with information about your tariffs to help you compare your current tariff(s) with others.

The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.

 This symbol indicates electricity

 This symbol indicates gas




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0800 096 9000

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


24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999



About your charges 14

15  Electricity


Period	Previous reading	Latest reading	Electricity used	kWh rate	Charge
<small>Meter: D0123456 Tariff: Standard (Variable) Direct Debit</small>					
04 Mar 14 – 31 Mar 14	21305	21695	390 kWh	12.03p	£46.92
	<small>YOUR READ</small>	<small>YOUR READ</small>			
Standing charge (28 days @ 13.15p per day)					£3.68
Total electricity charges for this period					£50.60

16  Gas


Period	Previous reading	Latest reading	Gas units used	kWh rate	Charge
<small>Meter: 4567890S Tariff: Standard (Variable) Direct Debit</small>					
04 Mar 14 – 31 Mar 14	8440	8475	35	3.35p	£13.03
	<small>YOUR READ</small>	<small>YOUR READ</small>	<small>= 389 kWh</small>		
Standing charge (28 days @ 19.72p per day)					£5.52
Total gas charges for this period					£18.55
<small>*Your gas meter measures usage in units, but like all suppliers, we have to do a bit of maths to turn it into kWh. Here's how it works: GAS UNITS USED \times CALORIFIC VALUE (39.1) \times VOLUME AS (1.02264) \div 3.6</small>					
Subtotal					£69.15
VAT @ 5% of £69.15					£3.46
Total charges for this period					£72.61

About your tariff Page 2 of 3


You can use the information below to compare your current tariff with others.

18  Electricity


Tariff name	Standard (Variable)
Payment method	Direct Debit Whole Amount Monthly
Tariff end date	None
Exit fee <small>(for early cancellation of tariff)</small>	None
Annual consumption <small>(based on estimates)</small>	3,300 kWh

18  Gas

Tariff name	Standard (Variable)
Payment method	Direct Debit Whole Amount Monthly
Tariff end date	None
Exit fee <small>(for early cancellation of tariff)</small>	None
Annual consumption <small>(based on estimates)</small>	16,500 kWh

17  Electricity

Supply number:	Distributor:
S 01 001 002 02 0002 0001 200	UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516

 Gas

Meter point reference:
11111111

123 123 123 123

Your energy bill | BDD(P) p1 | BDD(P) p2 | BDD(P) p3 | BDD(I) p1 | BDD(I) p2 | BDD(I) p3 | Cash or cheque p1 | Cash or cheque p2 | Cash or cheque p3 | DDWA p1 | **DDWA p2** | DDWA p3 | PPM p1 | PPM p2 | PPM p3

Roll over the numbers below for a closer look

Page 3 of your DIRECT DEBIT WHOLE AMOUNT bill explained

19 About your usage

These graphs compare your total electricity and gas usage over the following periods:

- The period covered by this bill
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.

20 Payment slip

A payment slip is attached to your bill, which you can choose to complete and send back to us to make your payment. You can find other ways to pay on the back of your bill.

The screenshot shows the 'About your usage' section of an EDF Energy bill. It features two horizontal bar charts comparing usage for 'This bill' and 'This period last year'. The top chart is for Electricity (390 kWh vs 415 kWh) and the bottom is for Gas (389 kWh vs 358 kWh). Below the graphs is a 'Payment Slip' section with fields for Santander, Reference (123456700001), Credit account number (100 0008), Amount due (£161.28), signature, date (43-09-98), and a barcode (6336 6700 1671 0000 0454 106). There are also checkboxes for 'Cash' and 'Cheque'.

Page 1 of your PREPAYMENT statement explained

- 1 Your account number**
This is your unique customer number for your EDF Energy account. Please quote this number when you contact us: as it will help us identify your account more quickly.
- 2 Bill date**
This is the date we generated this prepayment statement.
- 3 Contact details**
Our contact details are prominently displayed in the top right hand corner making it easy to get in touch. If you have questions you can also access [Frequently Asked Questions](#), submit meter reads or change tariffs by logging into [MyAccount](#). This section also displays the telephone numbers you need if you have an electricity or gas emergency.
- 4 Statement period**
This shows the start and end date of the period the statement covers.
- 5 Your payment summary**
This section shows how much you have spent on your energy through topping up your prepayment key or card during this period.
- 6 Address of energy supply**
This is the property which has used the energy, if different to your mailing address. If the supply and mailing address are one and the same, this will not appear on your statement.

- 7 Personal Projection**
The Personal Projection is a forecast of your energy costs over the coming 12 months. It should be based on your previous 12 months, or, if we do not have this information, our best estimate of your consumption over 12 months.
- 8 Could you pay less?**
This section sets out the annual savings you could make switching to either a cheapest 'similar' or cheapest 'overall' tariff based on your current consumption. If you're already on our overall cheapest tariff we'll let you know.
Cheapest 'similar': this identifies the cheapest available tariff that's of the same type as your current tariff (eg Fixed price or Variable), and is compatible with your meter.
Cheapest 'overall': this identifies the overall cheapest tariff we have.
To switch to our overall cheapest tariff we will need to change your meter, this will be free of charge, but may be subject to restrictions and conditions.
- 9 Unique code**
This code will indicate the type of statement you have received. The six letter code shows the following information about your statement: Payment type, Pay frequency, Meter Read type, Bill type. We use this code to help us to help you when you are on the phone with a query about your statement.

1

Account number
123 123 123 123

edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
Electricity: Call 105
Gas: 0800 111 999

3

Mr A Smith
20 Sample Street
Sample Ville
SAM PLE

Q

Hello Mr Smith

Your prepayment electricity statement

Here is your prepayment electricity statement. This is for information only – you don't need to do anything.

Supply address: 123 Test Road, Test Town
TEST

Could you pay less?

Over the next 12 months

Electricity personal projection: £564.48
This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.

★ Our cheapest variable tariff
You're on our cheapest variable electricity tariff available for your meter. We'll let you know at least once a year if this changes.

★ Our cheapest overall tariff
Over the next year you could save **£123.45** by switching to our **cheapest available fixed electricity tariff, Blue+Price Promise September 2014** paying by Direct Debit.

To switch to our cheapest tariff we will need to change your meter, this will be free of charge but may be subject to restrictions and conditions.

If a balance is owed on your account you can still change supplier if they agree to collect the debt.

Please note, Blue+Price Promise September 2014 has limited availability and may be withdrawn from sale at any time.

Remember – it might be worth thinking about switching your tariff or supplier.

Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.

For more about your current tariff, see page 2.

4 Your payment summary
29 March 2013 – 17 March 2014 (354 days)

Month	Number of top-ups	Total paid
April 2013	3	£35.00
May 2013	5	£50.00
June 2013	3	£30.00
July 2013	5	£45.00
August 2013	5	£45.00
September 2013	4	£39.00
October 2013	5	£42.00
November 2013	6	£55.00
December 2013	4	£48.00
January 2014	2	£34.00
February 2014	6	£52.00
March 2014	4	£40.00
5 Total paid this period		£515.00 <small>credit</small>

Turn the page to find out how we worked out your charges.

This is not a VAT invoice
123 123 123 123
9 PPM

Page 2 of your PREPAYMENT statement explained

10 Recent account activity
 When displayed, this section highlights any relevant changes made to your account during this billing period. This can include:

- Reminders to provide meter readings
- Rebates
- Refunds
- Tariff changes
- Price changes
- Cancelled/Reversed charges



To see how this information is displayed, refer to pages 8 and 11 of this guide.


11 About your charges
 This section shows a detailed breakdown of your charges.

12 Total charges for this period
 The figure displayed here may differ from the total figure shown in 'Your payment summary' on page 1. The figure on page 1 relates to the total cost of all top ups made during the period covered by this statement. The 'Total charges for this period' is what you owe us for the energy you used during this time.

13 Meter information and distributor details
 This section shows your unique meter information for your electricity and gas, and your electricity distributor details.


14 About your tariff
 This section provides you with information about your tariffs to help you compare your current tariff(s) with others. The information is split by Tariff name, Tariff end date, Payment method, any associated Exit fees, and also shows your Annual consumption, based either on actual meter readings or estimates.

-  This symbol indicates electricity
-  This symbol indicates gas



edfenergy.com
0800 096 9000
8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
 Electricity: Call 105
 Gas: 0800 111 999



10 About your charges

11 Electricity

Period	Previous reading	Latest reading	Electricity units used	kWh rate	Charge
<small>Meter: D0123456 Tariff: Standard (Variable) - Prepay</small>					
29 Mar 13 - 01 May 13	6367 <small>ESTIMATED</small>	6753 <small>ESTIMATED</small>	386 kWh	11.79p	£45.51
02 May 13 - 09 Jan 14	6753 <small>ESTIMATED</small>	9144 <small>ESTIMATED</small>	2391 kWh	12.83p	£306.77
04 Aug 13 - 31 Aug 13	9144 <small>ESTIMATED</small>	10003 <small>OUR READ</small>	859 kWh	13.38p	£114.93
Standing charge (32 days @ 13.70p per day)					£4.38
Standing charge (253 days @ 13.15p per day)					£33.27
Standing charge (69 days @ 14.00p per day)					£9.66
Total electricity charges for this period					£514.52
Subtotal					£514.52
VAT @ 5% of £514.52					£25.73
Total charges for this period					£540.25

14 About your tariff Page 2 of 3

You can use the information below to compare your current tariff with others.

11 Electricity

Tariff name	Standard (Variable) - Prepay
Payment method	Prepayment
Tariff end date	None
Exit fee <small>(for early cancellation of tariff)</small>	None
Annual consumption <small>(based on estimates)</small>	3,636 kWh

13

Supply number:		Distributor:	
01	001	UK Power Networks, Fore Hamlet, Ipswich, Suffolk IP3 8AA. Call 0845 601 4516	
S	02	0002	0001

Roll over the number below for a closer look

Page 3 of your PREPAYMENT statement explained

15 About your usage

These graphs compare your total electricity and gas usage over the following periods:

- The period covered by this bill
- This period last year

These graphs will only appear if we have sufficient detail of historical usage and you have been with us over 12 months.

edfenergy.com
 0800 096 9000
 8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:
 Electricity: Call 105
 Gas: 0800 111 999

EDF ENERGY

About your usage Page 3 of 3

This graph summarises your recent usage. It may be based on estimates.

Electricity **15**

This bill	3,636 kWh
This period last year	4,186 kWh

kWh (Thousands)

123 123 123 123