

Joe Carnell
Flat L
26-27
Queen's Gate Gardens
London
SW7 5RP

Supply address: Flat L, 26-27,
Queen'S Gate Gardens, London,
SW7 5RP

Bill reference: 11385229 (23 January 2024)
Account number: A-41F49F33
Rota Disconnections Alpha Identifier: K

Your energy bill

Here's a quick overview of your energy charges, credits, payments and refunds.

Balance on your last bill £141.70 debit

Charges

Electricity	22 Dec. 2023 - 31 Dec. 2023	£31.48
Electricity	1 Jan. 2024 - 21 Jan. 2024	£98.50

Payments

Debit card collection	10 January 2024	£141.70
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Your new balance £129.98 debit

As you have no Direct Debit in place, your balance is due for payment in 14 days.

Your estimated annual cost

Based on your latest energy use, balance and tariff prices, your estimated energy costs for the year are:

£1,646.84 a year for electricity
£1,648.75 a year for gas

Could you pay less?

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

For your **electricity** (on meter point 1200034620457)

You're on our cheapest electricity tariff of its kind. You could **save £207.69 a year** by switching to EDF Essentials 1Yr Feb25V2. You may need to change how you pay or your meter setup, but contact our team if you'd like to switch.

For your **gas** (on meter point 3316494101)

You're on our cheapest gas tariff of its kind. You could **save £194.67 a year** by switching to EDF Essentials 1Yr Feb25V2. You may need to change how you pay or your meter setup, but contact our team if you'd like to switch.

Emergency numbers

Smell gas
Call **0800 111 999** (24hrs)

Power cut?
Call **105** to get help

Your Electricity Distributor is: **UK Power Networks**
(0800 316 3105)

Your charges in detail

⚡ Electricity

Supply number

S

1

801

1

1200034620457

Supply address: Flat L, 26-27, Queen'S Gate Gardens, London, SW7 5RP

Rota Disconnections Alpha Identifier: K

Deemed (22 December 2023 - 31 December 2023)

Electricity charges for meter 19L2244054

22 Dec 2023

20287.8 Smart meter reading

1 Jan 2024

20378.2 Smart meter reading

Electricity used

90.4 kWh @ 28.500p/kWh

£25.75

Standing charge

10 days @ 42.270p/day

£4.23

Subtotal of charges before VAT

£29.98

VAT @ 5%

£1.50

Total electricity charges for this period

£31.48

About your tariff	
Prices do not include VAT unless otherwise noted	
Electricity tariff name	Deemed
Product type	Variable
Payment method	Non-Direct Debit
Unit rate	28.500p/kWh
Standing charge	42.270p/day (£154.29/year)
Price guaranteed until	Not applicable
Early exit fee	None
Estimated annual usage	5067.5 kWh
 Scan this code when comparing tariffs	

⚡ Electricity	Supply number	S	1	801	1
			1200034620457		
Supply address: Flat L, 26-27, Queen'S Gate Gardens, London, SW7 5RP					
Rota Disconnections Alpha Identifier: K					
Deemed (1 January 2024 - 21 January 2024)					
Electricity charges for meter 19L2244054					
1 Jan 2024	20378.2 Smart meter reading				
22 Jan 2024	20663.2 Smart meter reading				
Electricity used	285.0 kWh @ 29.800p/kWh				£84.94
Standing charge	21 days @ 42.260p/day				£8.87
Subtotal of charges before VAT					£93.81
VAT @ 5%					£4.69
Total electricity charges for this period					£98.50

About your tariff	
Prices do not include VAT unless otherwise noted	
Electricity tariff name	Deemed
Product type	Variable
Payment method	Non-Direct Debit
Unit rate	29.800p/kWh
Standing charge	42.260p/day (£154.25/year)
Price guaranteed until	Not applicable
Early exit fee	None
Estimated annual usage	5067.5 kWh
 Scan this code when comparing tariffs	

Get in touch

Here's your account number in case you need it when you get in touch: A-41F49F33.

Visit our Help Centre

Get a quick answer to your energy questions on everything from bills, payments and debt, to meter readings, moving home, and more.

Go to edfenergy.com/helpcentre.

Drop us an email

Our team of energy specialists are ready to answer your questions by email. Please include your account number. Email hello@edfenergy.com.

Other ways to get in touch

- **WhatsApp or text:** send your question to 0748 058 9950 (we'll get back as soon as we can)
- **Call:** 0333 006 9950
- **Call from abroad:** +44 191 743 9950
- **Post:** Freepost EDF CUSTOMER CORRESPONDENCE

Manage your energy the easy way

MyAccount

MyAccount lets you view your bills, manage your payments, change tariff, send meter readings, and more. Go to edfenergy.com/myaccount.

EDF app

Get all the benefits of MyAccount, and manage your energy on the go with our mobile app. Find out more at edfenergy.com/app.

Reduce your energy use

Find out lots of different ways to reduce your energy use - and cut your energy bills.

Go to edfenergy.com/helpcentre/saveenergy

Get a helping hand

Help to pay the bills

If you're finding it hard to pay your bills, please don't struggle alone. Get in touch as soon as you can: we can help in lots of different ways.

Find out more at edfenergy.com/helptopay

Extra support from EDF

Please join our Priority Services Register (PSR) to get extra or specialised support - including help if you have an illness, a disability or mental health problem. You can ask for Braille, large font or audio bills through the PSR.

- Go to edfenergy.com/PSR
- Give us a call on **0800 011 9110** or minicom **0800 096 2929**

Independent advice and support

We've teamed up with Citizens Advice Plymouth so that you can get free, independent, energy advice. The team can help you manage debt and reduce your energy costs

- Go to citizensadviceplymouth.org.uk/edfe
- Call **0808 156 6666** (Monday to Thursday 9am-5pm; Friday 9am-4.30pm)

Make a complaint

Please get in touch with our Customer Services team if you have a complaint. Our energy specialists will do everything they can to put things right as quickly as possible.

Go to edfenergy.com/complaint for our full complaints procedure

If your complaint isn't resolved after eight weeks, or you've received a 'deadlock' letter, you can get in touch with the Energy Ombudsman. The service is free and independent, and any decision the Ombudsman makes is binding on us - not you.

Call **0330 440 1624** (Monday to Friday 8am-8pm, Saturday 9am-1pm); email

enquiry@energyombudsman.org; visit

www.energyombudsman.org

How to pay

Direct Debit

Stay on top of your energy bills by setting up a Direct Debit - your payments will come straight out of your bank each month. Go to edfenergy.com/myaccount/DirectDebit

Online

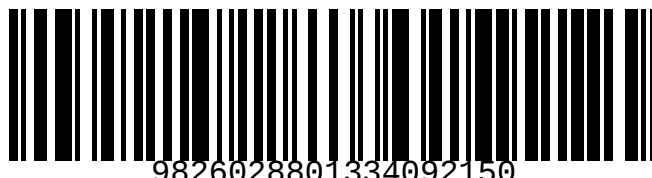
Make a card payment at edfenergy.com/payments

Bank transfer

Pay us from your bank account, using your EDF account number (**A-41F49F33**) as the payment reference. Here are our bank details: **account name EDF Energy Customers Ltd; account number 24615727; sort code 40 05 30**

Card, cash or cheque

Pay by card, cash at your local PayPoint, Payzone shops or Post Office®. They'll scan the barcode on your bill to link your payment straight to your account. Pay by cheque at Post Office®. Make your cheque payable to Post Office Ltd, they will scan the barcode on your bill to link your payment straight to your account.



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