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46520 012747 0057 E 36300



Dr Hassan Hashemi  
19 St Andrews Gardens  
Colchester  
Essex  
CO4 3EQ

4 August 2016

Dear Dr Hashemi

## We need to decrease your electricity and gas fixed monthly

### Direct Debit to £121.00 a month

We've carried out an annual review of your account following your latest statement.

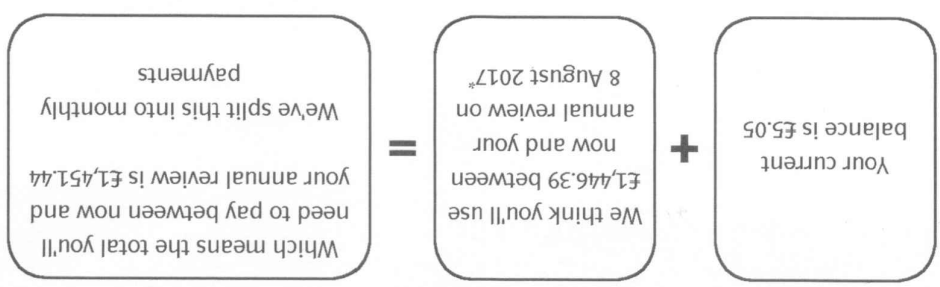
We've reviewed your fixed monthly Direct Debit payment and it's changing from £141.00 to £121.00 from 1 September 2016 - we estimate this'll be the right amount to cover the energy you'll use until your next annual review.

#### Why your fixed monthly Direct Debit may have decreased

Your fixed monthly Direct Debit payments need to cover the cost of the electricity and gas you use. Some reasons why this cost may have changed include:

- Your tariff or unit prices may have changed, we'll have let you know about this already.
- We may not have had an actual meter reading for a while, and have been using estimates. This means that what we think you're using might not match what you're actually using.
- You may have changed the amount of energy you use. We've included more information about this on the next page.

#### Here's how we've worked this out



We're expecting your account balance to be £0.00 at your next annual review.

There's more information enclosed explaining how our fixed monthly Direct Debit works.

\*If your statement dates change, your annual review will be moved to be in line with your new statement date.

#### Any questions?

Visit [eonenergy.com/dd](http://eonenergy.com/dd)

or call us on **0345 300 8143**

We're here 8am to 8pm Monday to Friday, 8am to 6pm on Saturday.

Calls from mobiles and landlines to 03 numbers are charged at your local rate, unless included in your call package when they're free.

Your account number 011934111490

Your monthly payments	
01/09/2016	£121.00
01/10/2016	£121.00
01/11/2016	£121.00
01/12/2016	£121.00
01/01/2017	£121.00
01/02/2017	£121.00

If you don't change how much electricity and gas you use and your prices and discounts stay the same, you'll continue paying this until 8 August 2017. If you're due to make a payment on a bank holiday or weekend, we'll take it on the next working day.

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