

HOW TO PAY

Please make sure that your payment reaches us within 14 days of the date of this bill

DIRECT DEBIT

Monthly or quarterly:
call 0800 096 2260 to arrange

Any charge?
No
How long?
0-13 days

DEBIT CARD – SWITCH, DELTA, SOLO

Call 0800 096 9000 and pay over the phone, or call our automated 24hr service on 0800 015 1736

Any charge?
No
How long?
Straight away

PAYPOINT

Cash or cheque: take along your whole bill. Make cheques payable to **London Energy plc** and write your London Energy account number on the back

Any charge?
No
How long?
2 days

POST OFFICE

Cash only: take along your whole bill

Any charge?
Yes
How long?
3 days

POST

Make cheques payable to **London Energy plc** and write your London Energy account number on the back. Send your cheque with your payment slip to: Payment Processing Centre, PO Box 61, Plymouth PL3 5YL

Any charge?
No
How long?
7 days

TELEPHONE OR PC BANKING

Quote our sort code 40-05-30 and our bank account number 4095 1056 (these are different to those on the payment slip) and your London Energy account number

Any charge?
No
How long?
3 days

ALLIANCE & LEICESTER COMMERCIAL BANK PLC

Fill in the payment slip overleaf. Post it to:
Alliance & Leicester
Commercial Bank plc, Bridle Road, Bootle, Merseyside L1R 0AA

Any charge?
No
How long?
4 days

BANK OR BUILDING SOCIETY

Cash or cheque: make cheques payable to **London Energy plc** and write your London Energy account number on the back

Any charge?
At some
How long?
7 days

OTHER WAYS TO PAY

ENERGYCARD An EnergyCard lets you spread your cash or cheque payments evenly throughout the year. You can use your EnergyCard at any PayPoint outlet. For more details call 0800 096 9000.

PREPAYMENT METER – PAY AS YOU GO

A prepayment meter lets you pay for electricity as you use it. In some cases you can use the meter to repay any money you owe us. For more details, call 0800 096 9000

CONTACTING US

CALLING US

- General enquiries 0800 096 9000
- Power cuts or other emergencies *see the phone number on the front*
- From abroad +44 191 522 1201

USEFUL INFORMATION

PROBLEMS PAYING

If you are having problems, please call us on 0800 096 9000. We can suggest different ways to pay or how to reduce your energy bills.

ENERGY EFFICIENCY

We offer free advice on using energy efficiently in the home on 0800 096 9966.

ESTIMATED BILLS

Sometimes we estimate your bill, but will correct it on the next bill if an actual reading is different to the calculation. You can help us by giving us your reading on our 24-hour line or at

www.london-energy.com

24-HOUR AUTOMATED FACILITY

You can pay your account using your debit card, supply a meter reading or receive an account balance. Just call 0800 015 1736 with your account number (starting 77), debit card number or meter reading.

CODES OF PRACTICE

Our Codes of Practice cover topics such as Paying your Energy Bills, Energy Efficiency, Priority Services, Site Access (password scheme) and Making a Complaint. Please call us on 0800 096 9000 if you would like a copy.

PRIORITY SERVICES

We provide a range of services and publications for people who are elderly, disabled or chronically ill.

We can also send bills in Braille, large print or audio cassettes.

For more information, please call 0800 269 450 or Minicom 0800 096 2929.

COMPLAINTS

If you are unhappy with us for any reason:

- 1 please call us first on 0800 096 9000
- 2 ask to speak to a supervisor if necessary
- 3 if we cannot resolve the problem, **energywatch** (the Gas & Electricity Consumer Council) offer free, independent help and advice. **energywatch** is the industry watchdog and you can contact them on:
 - **consumer helpline** 0845 906 0708
 - **Typetalk** for hearing impaired consumers 08001 0845 906 0708
 - **email** enquiries@energywatch.org.uk
 - **website** www.energywatch.org.uk



Use of this symbol indicates paper manufactured from woodpulp sourced from sustainable forests.

WRITING TO US

- For all correspondence except payments
London Energy
FREEPOST 3814
London
WC1V 6AJ

THE SMALL PRINT

LONDON ENERGY NECTAR RULES

'Summary of Our Collection Rules for our Nectar related Schemes'

In order to collect points through the following London Energy schemes you must first register to participate in the specific scheme by telephoning 0808 10 15 150, by registering online at www.edfenergy.com/nectarforhome or by returning a completed, signed London Energy Scheme registration application form. Your participation under that specific Scheme will commence once that Scheme registration has been accepted by London Energy^.

'Loyalty (Nectar) Scheme'

1. Once registered under this Scheme, for each full quarter, you remain a qualifying London Energy account holder you will receive 150 Nectar Reward Points, these will be identified on the bill you receive at the end of such quarter;
2. If you're a new customer, you will also receive 100 Nectar Reward Points as a welcome bonus, we will double this if you register by post or over the internet!

'Direct Debit (Nectar) Scheme'

1. If you are not currently paying by Direct Debit, you will be required to sign and return our monthly Direct Debit mandate form so that we can set up your monthly Direct Debit payments and tariff. If you are currently paying by Direct Debit on a standard Direct Debit tariff, you still need to register to participate in this Scheme. Once registered under this Scheme, your previous Direct Debit incentive will be replaced by the Nectar Reward Points to be issued under this Scheme, this may require a change to your type of tariff .^
2. Provided you continue to maintain your Direct Debit arrangements and your account is settled by Direct Debit in sufficient time to stop the generation of any reminder letters, you will receive 200 Nectar Reward Points every quarter, these will be identified on your next quarterly bill.

If you have both a gas and electricity account with us, and register both accounts under the above schemes, you could earn the relevant Nectar Reward Points on both accounts

***Note the above is merely a summary of our collection rules. Participation in the above schemes is strictly subject to our full collection rules and is only available to qualifying registered London Energy customers. For a copy of our collection rules or for further details on other available London Energy Nectar related Schemes, please call 0808 10 15 150 or go to www.edfenergy.com/nectarforhome**

^Note Nectar Reward Points under any London Energy Nectar related Schemes are in place of and not additional to any previous product discounts/incentives provided.

VAT

As you are a residential customer, we charge you a reduced rate of VAT at 5% on your energy usage. Our VAT registration number is 523 0412 02.

energywatch

The Gas and Electricity Consumer Council,
3rd Floor, Artillery House, Artillery Row, London SW1P 1RT

London Energy plc.

Registered in England and Wales
Number 2228297
Registered Office: 40 Grosvenor Place, Victoria, London SW1X 7EN

www.london-energy.com

Telephone calls to all numbers may be recorded for monitoring and training purposes.

MOVING HOME

- You can take London Energy with you!
Call us on 0800 096 9000, on the day you move with your final meter reading so we do not charge you for any energy used once you have left the address.

Payment Processing Centre
PO BOX 61
Plymouth
PL3 5YL



You can re-use the envelope this bill came in. The address on the left will show through the window.