

e.on  
next



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Viamed Ltd  
Ghyll House  
17 Station Road  
Cross Hills  
Keighley  
West Yorkshire  
BD20 7EH



Get in touch with us

eonnext.com/contact

hellobusiness@eonnext.com

0808 501 5699

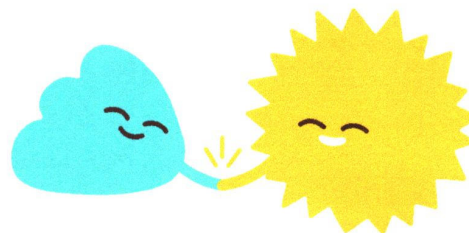
Your E.ON account number: 015183720130

Your E.ON Next account number: A-ADD680DC

Date: 20 August 2021

Hi Viamed Ltd,

Positive energy,  
coming your way.



We believe in sustainability, building a better future for the world and your business – so we're taking E.ON to the next level with new systems and a new brand. You'll now be part of E.ON Next.

**So, what does this mean?**

We're focused on the environment so our E.ON Next customers will get **100% renewable electricity**.\*

New systems mean a quicker and more reliable experience for you, starting with a new account for the supply of energy at **Ghyll House, 17 Station Road, Cross Hills, Keighley, West Yorkshire, BD20 7EH**. You can see your new account number above, and on every letter we send you.

Going digital is getting easier with an improved website to view your bills, make payments and send meter readings at a time that suits you. Fancy a look? Go to **eonnext.com**. To view your account, you'll need to log in. It's easy to set up an online account – reply to this letter to let us know you want to set one up, along with your email address, and we'll get it sorted.

When you need us, we've got dedicated Energy Specialists to help you on the phone or by email, and we don't believe in 'no-reply' emails! You can find our new contact details at the top of this letter.

**What you need to know**

- ✓ Where you're used to seeing E.ON you'll now see E.ON Next – **you'll be supplied by E.ON Next Energy Limited**.
- ✓ Fixed Direct Debits will remain the same with Variable Direct Debit payments being taken 14 days from the invoice date. You'll see **E.ON Next on your bank statement** and as always, your payments are protected by the Direct Debit Guarantee.
- ✓ If you pay on receipt of bill, you'll now **receive monthly invoices**.
- ✓ We've changed the name of some of our products, but **we haven't changed our prices**.
- ✓ We're now transferring all your details to your new account, but it may take 2-3 weeks before that's all done. **If you have a Direct Debit that may take a few days longer, so please don't cancel it.**

Powering a brighter future, together.

## The E.ON Next team

\*100% renewable electricity is available for small businesses who are fed by a non-half hourly meter agreeing a Fixed Business Plan directly with E.ON Next.

## Your questions answered

### Why am I getting an E.ON Next account?

To help us move towards a more sustainable future, all of our home energy and small-to-medium business energy customers are getting an E.ON Next account, which should take about two to three weeks to set up. We're excited to bring you on this positive energy journey with us.

### Will my Direct Debit change?

If you pay by Direct Debit, this will be transferred over - you don't need to do anything. Once you've moved over you'll see 'E.ON Next' along with your new E.ON Next account number as the payment reference on your bank statements. As always, your payments are protected by the Direct Debit guarantee. Please don't cancel your Direct Debit with your bank.

### What happens if I want to switch suppliers now?

As your account is being moved over, it may not work. This is because the energy industry system can only handle one change at a time. If you're on a fixed contract, you won't be able to switch until this ends. For other contract types, please get in touch and we'll discuss your options with you.

### Will my tariff remain the same?

If you're on a fixed contract there's no change to your prices or contract end date.

### I'm moving premises, what should I do?

During the changeover you'll need to contact us with your meter reading and forwarding address.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, E.ON Next Energy Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request E.ON Next Energy Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by E.ON Next Energy Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund that you are not entitled to, you must pay it back when E.ON Next Energy Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



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Viamed Ltd  
15 Station Road  
Cross Hills  
Keighley  
West Yorkshire  
BD20 7DT



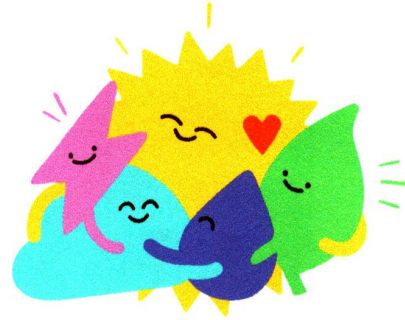
#### Get in touch with us

- eonnext.com/contact
- hellobusiness@eonnext.com
- 0808 501 5699

**Your account number:** A-5E13F5C5

**Date:** 15 August 2021

**Hi Viamed Ltd,**  
**Welcome aboard.**



We recently told you about the move to E.ON Next, with better systems and an improved website. We're letting you know your details, including bills and prices, are now in your new E.ON Next account. You'll be able to see these in your online account too, if you set one up.

Want to set up an online account? It's easy to do and then you'll be able to access your energy account when it suits you - view your bills, make payments and give meter readings, 24/7. We know how busy running a business can be. Just get in touch at **hellobusiness@eonnext.com** or give us a call on **0808 501 5699** - we'll need:

- your email address
- business name
- your name and position in the business
- account number
- site address

and we'll sort it for you.

Only pay for what you use: As well as keeping on top of your energy, having an online account means before your bill's due, we'll send you a reminder to give us a meter reading. This is important, as it means we can send you an accurate bill.

It's also really easy to manage your Direct Debit with an online account - call us to set one up, if you haven't already!

#### A little reminder.

- ✓ Where you're used to seeing E.ON you'll now see E.ON Next – **you'll be supplied by E.ON Next Energy Limited.**
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- ✓ If you pay on receipt of bill, **you'll now receive monthly invoices.**
- ✓ We've changed the name of some of our products, but **we've not changed our prices.**

Sending positive energy,

#### The E.ON Next team

E.ON Next Energy Limited Registered Office: Westwood Way, Westwood  
Business Park, Coventry CV4 8LG. Registered in England and Wales No.: 03782443

