

e-on
next

Get in touch with us

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Your account number: A-94A80433

Date: 5 March 2026

Hi Claire, Your energy prices are changing.

From 1 April, Ofgem's price cap is going down. So if you get both gas and electricity from us, you'll see **a decrease of around £117* in your yearly energy costs**. You'll find the exact cost impact over the page (based on the energy you use), along with your old and new prices.

Your energy bill will be discounted from 1 April following action taken by the UK Government in the 2025 Budget. You can find more info at gov.uk/your-energy-bill.

Your prepayment card or key will update to your new prices automatically when you top up on or after 1 April (it can take up to 3 top ups to update).

It's really important that you use an E.ON Next card or key - if you use another one your prices won't update and you could end up owing us money. Need help? Head to eonnext.com/prepayment-help.

See what's new online.

Check your online account at eonnext.com/login to see how we can help you get more out of your energy. If you haven't set one up yet, you can do it in a few clicks at eonnext.com/register.

We're still looking out for you.

We've always got your back - take a look at the help box on the right, and if you're struggling, please get in touch.

Any way we can help, we will.

The E.ON Next Team

*£117 annual decrease is based on a dual fuel customer using 2,700 kWh electricity and 11,500 kWh gas a year, paying by Direct Debit.

Need help or advice?

We've got lots of payment support and advice at eonnext.com/paymenthelp or call **0808 501 5200** and we'll do all we can to help.

Get independent energy help. If you're struggling to pay for your energy or need help with an energy problem contact:

Citizens Advice - if you live in England or Wales visit citizensadvice.org.uk/energy or call 0808 223 1133 (calls are free). For Relay UK call 18001 then 0808 223 1133 or 0808 223 1144 for Welsh speaking support.

Advice Direct Scotland - if you live in Scotland visit energyadvice.scot or call 0808 196 8660 (calls are free) or for British Sign Language visit contactsotland-bsl.org.

Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice, and they can refer you directly to the Extra Help Unit service if you need help with an energy complaint.