

MR BOULDING  
THE DYE HOUSE  
NORTH STREET  
BIDDENDEN  
ASHFORD  
KENT  
TN27 8AG



Your account number  
**116859521**

**Customer Service**  
Go online:  
**npower.com**  
UK only call centres  
8am-8pm Mon-Fri,  
8am-6pm Sat  
**0800 073 3000**

30th January 2013

We've calculated your usage accurately using up-to-date meter readings

## Your electricity and gas statement

For information only **£474.71 credit**  
This is your account balance

Including your discount of £100.00

Your new payment is **£83.00**

Your payment amount has been assessed against your consumption and a new payment amount calculated.



**EMERGENCIES**  
Smell Gas? Call National Grid: 0800 111 999  
Powercuts. Your local electricity distributor is  
UK Power Networks: 0800 783 8866

## Is your energy tariff right for you?

We have a range of energy tariffs including online, price guarantee, green and standard tariffs, so there's something to meet everyone's needs. We also offer a range of ways to pay for your energy. To find out more and make sure that you're on the most suitable tariff for you, call us on **0800 197 4846** and see if we can save you money. Please have your up to date meter readings to hand.

### Questions?

Please have your **account number** handy when you call - it's at the top of the page. You may prefer to call during our quieter times, between 12pm and 4pm Tuesday to Friday.

### Green Deal is coming

The Government has launched the Green Deal initiative to help you make your home more energy efficient and warmer. It could also potentially save money on your energy bills. Visit [npower.com/greendeal](http://npower.com/greendeal) for more information.

## Help and advice

### Any questions?

If you have any questions, get in touch with our Customer Service team.

**Go online:** [npower.com/customerservices](http://npower.com/customerservices)

**Call us:** 0800 073 3000  
Or 0330 100 3000 from mobiles

**Write to:** Customer Service  
npower  
PO Box 109  
Peterlee  
SR8 9DD

### Problems paying?

There are lots of ways we can help, so get in touch as soon as possible.

### Moving home?

Contact us and tell us the address you are moving to and your meter readings for your current address. Do this at least two working days before you move.

**Go online:** [npower.com/movinghome](http://npower.com/movinghome)

**Call us:** 0800 316 8558  
Or 0330 100 8658 from mobiles

### Your gas transporter

Your gas transporter is responsible for the supply pipe to your property. To find out who your gas transporter is, call our Customer Service Team.

### Gas problems or power loss

Your local electricity distribution company is responsible for the wires and cables that connect your home to the national grid. If you have a **power cut** you can find their details on **the front of this bill**, along with the **number to ring** if you have a **gas emergency**.

### Complaints

Great Customer Service is at the heart of what we do. If you're unhappy with our service, contact our Complaints Team so we can put the matter right.

**Call us:** 0800 316 9328

Or 0330 100 8628 from mobiles

**Go online:** [npower.com/customerservices](http://npower.com/customerservices)

**Write to:** Complaints  
npower  
PO Box 121  
Peterlee  
SR8 9DT

You can download a copy of our leaflet 'Putting things right' from our website or ask us to send you a copy in the post.

If we haven't been able to put the matter right within eight weeks or you have received our Final Response letter, you can take your complaint to the Ombudsman Services: Energy by phoning 0330 440 1624 or via the website <http://www.ombudsman-services.org/energy.html>

### Need extra help?

If English isn't your first language, we can talk to you with the help of a translator - just let us know.

You can register with our Warm Response Service, which entitles you to extra free services, if you are:

- over 60, disabled or suffering from long-term ill health;
- blind or partially sighted; or
- deaf or hard of hearing.

To register or find out more, get in touch in any of the following ways.

**Go online:** [npower.com/spreadingwarmth](http://npower.com/spreadingwarmth)

**Call us:** 0808 172 6999

**Textphone:** 0800 413 016

**Write to:** Warm Response Service  
npower  
PO Box 116  
Peterlee  
SR8 9DN

### Impartial advice

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call the Citizens Advice consumer helpline on 08454 04 05 06.

### Want to save energy?

For free energy advice on using less energy in your home, get in touch with our Energy Efficiency team.

**Go online:** [npower.com/savingenergy](http://npower.com/savingenergy)

**Call us:** 0800 02 22 20

## Jargon buster

We've done our best to keep your bill simple, but there are some technical terms that we have to use. These are explained below in plain English.

<b>M number</b>	A unique number given to your gas supply.
<b>Supply number</b>	A unique number given to your electricity supply.
<b>Meter number</b>	This is the serial number you'll see on your meter.
<b>Calorific value</b>	The average amount of energy in gas. National Grid gives us a daily value and we work out an average for the period covered by your bill.
<b>Correction factor</b>	The amount by which we adjust the amount of gas you've used to take account of the season.

### How we work out your bill

For most of our **tariffs**, you pay an initial rate for the **first** 4,572 kWh of gas and 728 kWh of electricity you use each year. You pay a lower rate for the rest of the units you use (shown on your bill as **'next'**).

The first units are spread throughout the year as follows.

For **electricity**: two units a day throughout the year

For **gas**:

- 882 units a month from 1 November to the last day of February
- 272 units in March
- 271 units in April and October
- 46 units a month from 1 May to 30 September

For **prepayment meters** and certain **online and non-standard tariffs** we charge a **standing charge** instead of two different rates

For more details go online to [npower.com/understandingprices](http://npower.com/understandingprices) or call Customer Service.

### What's a watt?

A kilowatt-hour (kWh or unit for short) is a measure of energy used. It is equal to you:

- using a small fridge for 24 hours;
- cooking 20 microwave meals;
- using a dishwasher once at 55°C;
- using a 60w standard light bulb for approximately 16 hours; or
- using an equivalent low-energy bulb for approximately 90 hours.

We quote energy prices as pence per kWh.

### How much gas have you used?

Your gas meter measures the gas you use in cubic metres (m<sup>3</sup>) or 100s of cubic feet. We convert this to kWh when we work out your bill.

To convert a cubic-foot measurement into m<sup>3</sup>, we multiply it by 2.83. We multiply the m<sup>3</sup> figure by the correction factor and then by the calorific value. Finally we divide the result by 3.6 to reach your kWh total.

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## Electricity summary

	Last Reading	This Reading	Electricity units used	Cost Split	Charges
Charges for Tariff - Go Save Electricity / Monthly Fixed Direct Debit					Meter Number: A09X053111
	07/06/2012 15609 Customer Read	03/07/2012 15892 Estimated	283 kWh	283 at 8.700p	£24.62
	Standing Charge			27 days at 20.200p per day	£5.45
	04/07/2012 15892 Estimated	13/08/2012 16315 Customer Read	422 kWh	1530 at 13.620p	£208.39
	14/08/2012 16315 Customer Read	25/11/2012 17423 Estimated	1108 kWh	145 days at 7.700p per day	£11.17
	Standing Charge				
PC*	26/11/2012 17423 Estimated	03/12/2012 17531 Actual	107 kWh	107 at 15.050p	£16.10
	Standing Charge			8 days at 9.700p per day	£0.78
Cost of electricity used this period					£266.51
Direct Debit discount					-£40.00
Dual fuel discount					-£10.00
Subtotal exc VAT					£216.51
VAT at 5% on £216.51					£10.83
Total electricity charges for this period					£227.34

Your supply number

S	01	801	300
	19	0004	4223 460

### \* Price change

Please note - there's been a price change during this bill period. We've split your electricity usage over the different prices.

## Gas summary

Last Reading	This Reading	Gas used	Cost Split	Charges
Charges for Tariff - Go Save Gas / Monthly Fixed Direct Debit			Meter Number: G4A50257590701	
22/05/2012 7309 Customer Read Standing Charge	03/07/2012 7367 Estimated	Calorific Value 38.7 58 (cubic metres) = 638 kWh	638 at 3.256p  43 days at 36.400p per day	£20.77  £15.65
04/07/2012 7367 Estimated 14/08/2012 7412 Customer Read Standing Charge	13/08/2012 7412 Customer Read 25/11/2012 7616 Estimated	Calorific Value 38.7 45 (cubic metres) = 495 kWh Calorific Value 38.7 204 (cubic metres) = 2243 kWh	2738 at 2.829p  145 days at 65.900p per day	£77.46  £95.56
PC* 26/11/2012 7616 Estimated Standing Charge	03/12/2012 7650 Actual	Calorific Value 38.7 34 (cubic metres) = 374 kWh	374 at 3.618p  8 days at 46.900p per day	£13.53  £3.75
Cost of gas used this period				£226.72
Direct Debit discount				-£50.00
Subtotal exc VAT				£176.72
VAT at 5% on £176.72				£8.84
Total gas charges for this period				£185.56

'M' Number	9181369206
Correction Factor	1.02264

### \* Price change

Please note - there's been a price change during this bill period. We've split your gas usage over the different prices.

## How your Direct Debit account adds up

Your Direct Debit account		
	Ongoing Electricity Energy Usage	Ongoing Gas Energy Usage
Balance on last bill	£33.53	£126.86
Payment received with thanks on 28/06/2012	-£54.00	-£77.00
Payment received with thanks on 30/07/2012	-£54.00	-£77.00
Payment received with thanks on 25/08/2012	-£54.00	-£77.00
Payment received with thanks on 28/09/2012	-£54.00	-£77.00
Payment received with thanks on 29/10/2012	-£54.00	-£77.00
Payment received with thanks on 28/11/2012	-£54.00	-£77.00
Payment received with thanks on 28/12/2012	-£54.00	-£77.00
Payment received with thanks on 28/01/2013	-£54.00	-£77.00
Account balance before charges	-£398.47	-£489.14

This Bill		
	Ongoing Electricity Energy Usage	Ongoing Gas Energy Usage
Account balance before charges	-£398.47	-£489.14
Total energy charges this period	£227.34	£185.56
Account balance for information	-£171.13	-£303.58
Account balance for information	-£474.71	

### Your new payment

	Electricity account	Gas account
New payment amount	£45.00	£38.00
Total new payment	£83.00	

A refund of £72.58 will go into your bank within 7 to 10 working days.  
 The balance on this statement includes payments you've made since the end of the bill period that will go towards your ongoing consumption.  
 We check your payment amount every six months as we aim to ensure you'll have paid just the right amount by your annual review. We've now adjusted your payment to £83.00, taking your current balance into account in the calculation. We'll take this from your bank account with effect from 28/02/2013 or just after.

### Your Average Daily Consumption

Electricity	Gas
We currently don't have enough data to compare your energy usage - when we have enough data we'll show this comparison	

Want to know more? Visit [npower.com/myenergyuse](http://npower.com/myenergyuse)

## Your annual energy consumption statement for 12 months

Please note the following is provided for your information and is not a request for payment. This information is to help you see how much electricity and gas you are using and how much it is likely to cost over the forthcoming 12 months. The prediction of your future energy cost is based on current prices and your consumption over the past 12 months. Your payment review shown on the previous page may have been based on a period of more or less than 365 days.

**We calculate you use 4018 kWh of electricity and 12884 kWh of gas over 12 months.** We've used this information, which is based on actual readings where possible, to provide you with the following **estimate** of how much you can expect to pay over the next 12 months.

### Predicted Electricity cost

Go Save Electricity/Monthly Fixed Direct Debit		
From 4th December 2012 to 3rd December 2013		
Units (kWh)	Pence/kWh	Amount
4018	15.050	£604.71
Annual standing charge		£35.41
Total electricity charges		£640.12
Dual fuel discount		-£10.00
Direct Debit discount		-£40.00
VAT at 5% on £590.12		£29.51
<b>Total predicted annual electricity charges</b>		<b>£619.63</b>

### Predicted Gas cost

Go Save Gas/Monthly Fixed Direct Debit		
From 4th December 2012 to 3rd December 2013		
Units (kWh)	Pence/kWh	Amount
12884	3.618	£466.14
Annual standing charge		£171.19
Total gas charges		£637.33
Direct Debit discount		-£50.00
VAT at 5% on £587.33		£29.37
<b>Total predicted annual gas charges</b>		<b>£616.70</b>

Based on the information we have, we estimate you will spend £1,236.33 (including VAT at 5%) on electricity and gas over the next 12 months. This is only a prediction, you don't need to pay this now. Prices may change and the amount of electricity and gas you use can be affected by such things as the changes in weather and any energy efficiency measures you take.

If you pay by monthly Direct Debit or regular payment scheme this calculation may be different to the sum of your payments. This is because it doesn't include any outstanding debt or credit on your account but does include any discounts you may be eligible for.

You can see how we worked out your new payment on a previous page under 'How we worked out your new payment'.

You can find out more at [npower.com/yourbillexplained](https://npower.com/yourbillexplained).

**Information about your tariff**

We've enclosed a tariff guide that gives you all the important information about your current tariff, including the principal Terms and Conditions.



## npower Additional Terms for Sign Online 22 Offer

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas to domestic customers ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

Sign Online 22 is only available online and offers our current Sign Online 22 prices for electricity and gas applicable to your area from time to time until 30th June 2012. Sign Online 22 prices may vary during this offer period, as provided for in the 'Our charges' section below.

In order to take up and remain on our Sign Online 22 offer you must:

- be a new customer of ours (or any other npower group company) unless we permit otherwise in which case **you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later;**
- apply for supply to your Premises online at npower.com or via an online energy broker service;
- have us (npower) supply your gas and/or electricity;
- be a domestic customer;
- agree to pay your energy bills by monthly direct debit;
- provide your email address and inform us if it changes;
- use npower.com as your primary method of contact with customer service;
- receive your bills online by registering for paperless bills at npower.com/mynpower within 30 days of receiving your account number;
- provide meter reads online when requested;
- notify us immediately online of changes to any of your details;
- conduct your online account with any new features we may introduce and notify you of from time to time;
- pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity); and
- have chosen and we must have agreed to supply you on our **Sign Online 22** offer.

If at any time you do not meet any of these eligibility criteria or do not comply with the terms of the Sign Online 22 offer, we may transfer you to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Sign Online 22 offer at any point in the future.

You cannot be supplied on our Sign Online 22 offer if your supply is through a prepayment meter.

### Offer period

These terms apply from the date when we agree we will supply you under our Sign Online 22 offer until 30th June 2012 or an earlier date on which you/we change your tariff/supplier and your Sign Online 22 Agreement ends. We call this the **Sign Online 22 Period**.

### Our charges

Our prices for electricity and gas will be our current Sign Online 22 prices, applicable to your area. These prices may vary during the Sign Online 22 Period but any stated minimum differential to our standard tariff prices or (in relation to any differential relating to a specific period) our charges over that period will be honoured during this period.

Our online tariff prices that are available to new customers may be replaced from time to time. Any replacement online tariff may offer lower prices than tariffs previously available to then new customers, including you. Some may be available exclusively to new customers of ours and therefore may not be available to you.

### When this Agreement ends

If you continue to take supply from us at the end of your Sign Online 22 Period, we will place you on our standard online product ("Go-Save"), which may be more expensive than Sign Online 22. You acknowledge and agree in taking up Sign Online 22 that your prices may increase when the Sign Online 22 Period ends and that we will change your prices accordingly and that subject to us notifying you, we will not be required to hold your prices at the rate applicable during the Sign Online 22 Period, if you decide to leave us, when that period ends. This provision prevails over any contrary provision in our Standard Terms.

### Changing your mind

You can cancel your Sign Online 22 Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Sign Online 22 offer. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Sign Online 22 Agreement. If your Sign Online 22 Agreement is cancelled but you continue to take supply from us, we will continue to supply you on our normal standard (off-line) variable prices under our Standard Terms as if you had never been supplied on the Sign Online 22 offer.

### Changing supplier

If you change your supplier for electricity or gas, or both, to which your Sign Online 22 Agreement applies, **you will no longer be eligible for the Sign Online 22 offer and may incur an Early Exit Fee.**

### Changing your tariff

If you change your tariff for an alternative npower tariff **you will no longer be eligible for the Sign Online 22 offer and will be supplied under the terms of your new tariff. You may not be able to switch back to the Sign Online 22 offer at any point in the future and you may incur an Early Exit Fee.**

### Early Exit Fee

If before 30th June 2012 you change your supplier or tariff for electricity or gas, or both, to which your Sign Online 22 Agreement applies, you agree to pay a termination fee of £20 in respect of each such fuel. If you have been paying your energy bills by Direct Debit, you agree that we may also take this fee by Direct Debit.

### Moving home

If you move home your Sign Online 22 Agreement will normally end, but you may be able to transfer it to your new home if you continue to meet the eligibility criteria of the Sign Online 22 offer and we agree to continue with the Agreement. Contact our Home Movers Team to check.

If we agree, the prices you will pay for your supplies for the rest of the Sign Online 22 Period will be the prices under the Sign Online 22 offer applicable to your new home. Those prices may be different from the prices in your present home, for example due to regional variations in our prices, different metering or gas being supplied by an independent gas transporter.