



GRACJAN DERESZ
32a
Nevanthon Road
Leicester
Leicestershire
LE3 6DR



Your monthly payment is

£87.00

Your amended electricity statement

9 November 2015 to 4 February 2016

Latest meter reading

Please see Section 3 for the meter readings we have billed to.

Customer account number **187353685**

Contact us

Online
npower.com

From landlines
0800 073 3000

From mobiles
0330 100 3000

We're open Mon-Fri 8am-8pm / Sat 8am-6pm

1 > Could you pay less?

See our table opposite for our cheapest tariff options.

Remember - it might be worth thinking about switching your tariff or supplier.

Switching tariffs could mean a significant change to your terms and conditions and some tariffs have eligibility criteria. For example, you may need to change your payment method or manage your account online.

Some tariffs are available for a limited time only, therefore subject to change.

The tariff comparisons illustrated are restricted to the options your current meter type can support.

Savings presented are if you switch now. It may be cheaper to switch to the proposed tariff at the end of your current tariff. Some tariffs are available for a limited time only.

The tariff comparisons illustrated are restricted to the options your current meter type can support.

For more information on your current tariff see overleaf.

To find out more about your options visit npower.com/cheapesttariff or call us on the number above and have your meter readings available.

Your personal projection
for the next 12 months

Electricity
£1,060.93

Fixed Energy Online Dec 2016 Elec DD Economy 7 - Electricity

Our cheapest similar tariff

Save an
estimated
£184.92
a year

Electricity

Online Fix March 2017 Elec DD - Electricity

Our cheapest overall tariff

Save an
estimated
£184.92
a year

Electricity

Online Fix March 2017 Elec DD - Electricity

You are already on our cheapest tariff for Standard SC ROB Heatwise 2 - Electricity and your current meter arrangement

Your personal projection is based on your estimated energy usage for the next 12 months, your current prices until the tariff end date and then our standard tariff prices thereafter. VAT is also included; Warm Home Discount is not included.

2 > About your tariff

Here's information about your tariff to help you to compare it with others available.

What is an exit fee?

Some tariffs have an exit fee which may be charged if you choose to leave npower before the agreed end date.

Electricity



Electricity



Tariff details

Tariff name

Fixed Energy Online Dec 2016 Elec DD Economy 7

Tariff name

Standard SC ROB Heatwise 2

How you pay

Monthly Direct Debit

How you pay

Monthly Direct Debit

Tariff ends

31 December 2016

Tariff ends

No end date

Early exit fee

£20.00
If you cancel before 13 November 2016

Early exit fee

None

Your estimated usage over 12 months

5,428 kWh - Day
1,284 kWh - Night

Your estimated usage over 12 months

1,830 kWh - Heat

3 > How your energy adds up

We have included meter reads that are the most important in calculating your costs. Log in or register at npower.com/account to see your complete list of meter readings or you can call us.

When is my energy cheaper?

The Economy 7 cheaper rate is 7 hours falling somewhere between the hours of 10pm and 8.30am.

Electricity	
Fixed Energy Online Dec 2016 Elec DD Economy 7	
Electricity meter number	H02FC05304
Day - meter readings	
9 November 2015 - Our estimate	22312
9 November 2015 - Our estimate	22331
kWh used over 1 day	19
10 November 2015 - Our estimate	22331
14 January 2016 - Our reading	23725
kWh used over 66 days	1394
Day - total kWh used	1413
Night - meter readings	
9 November 2015 - Our estimate	12226
9 November 2015 - Our estimate	12230
kWh used over 1 day	4
10 November 2015 - Our estimate	12230
14 January 2016 - Our reading	12537
kWh used over 66 days	307
Night - total kWh used	311
This cost	
Standard SC ROB effective from 09 November 2015	
Day - 19 kWh at 18.840p per kWh	£3.58
Night - 4 kWh at 6.130p per kWh	£0.25
Previous tariff Standard SC ROB	
Standing charge of 23.290p a day for 1 day	£0.23
New tariff Fixed Energy Online Dec 2016 Elec DD effective from 10 November 2015	
Day - 1394 kWh at 11.280p per kWh	£157.24
Night - 307 kWh at 6.520p per kWh	£20.02
Standing charge of 31.110p a day for 66 days	£20.53
VAT @ 5.00%	£10.09
Total cost of electricity used	£211.94

Electricity	
Standard SC ROB Heatwise 2	
Electricity meter number	H02FC05304
Heat - meter readings	
9 November 2015 - Our estimate	25065
4 February 2016 - Our estimate	25291
kWh used over 88 days	226
9 November 2015 - Our estimate	48678
4 February 2016 - Our estimate	49052
kWh used over 88 days	374
Heat - total kWh used	600
Other - meter readings	
9 November 2015 - Our estimate	5
4 February 2016 - Our estimate	5
kWh used over 88 days	0
Other - total kWh used	0
This cost	
Standard SC ROB effective from 09 November 2015	
Heat - 600 kWh at 7.290p per kWh	£43.74
Other - 0 kWh at 18.840p per kWh	£0.00
VAT @ 5.00%	£2.19
Total cost of electricity used	£45.93
Total Electricity cost	£257.87
<p>T Your electricity tariff was changed. We've split your usage over the different tariffs.</p>	

Avoid estimated bills

1 Call us or give us your up-to-date meter reading at npower.com/meterread or use our [smartphone app](#)

2 Get our free email or text meter read reminders.
npower.com/account

4 > What you've paid

How your statement adds up

Amount left to pay from your previous statement	£361.84
Total cost of energy used	£257.87
Cancelled bill on 24 February 2016 to be taken off amount left to pay	£361.84
Total left to pay	£257.87

5 > Energy Explained

We charge for energy in kilowatt hours (kWh).
A kWh is 1 kilowatt of power used in 1 hour.

In the period covered by this bill you have used
on average each day:

Electricity

14.99 kWh

Last year's usage for this period:

0.00 kWh

For more energy saving tips visit
npower.com/savingenergy

A kilowatt hour gives you



9 uses
of a kettle



4 hours
watching TV



31 hours
on a laptop

6 > Where to get help

From landlines
0800 073 3000

From mobiles
0330 100 3000

Or write to us
npower
PO Box 177
Houghton le Spring
DH4 9AQ

Moving home?
Visit npower.com/moving
or call us

Trouble paying?
Talk to us, we can help.

Need extra help?
If you're over 60, in poor health, or have a disability, you could get help with managing your energy costs. Ask about our Warm Response service.

The Citizens Advice consumer service

It's easy to get free independent advice so that you

"[Know your rights](#)" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply,

or ask for help if you're struggling to pay your bills.

To "[Know your rights](#)" visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on **08454 04 05 06**

> How to complain

If there's anything you're unhappy with, our complaints team could put things right.

From landlines
0800 316 9328

From mobiles
0330 100 8628

Online
npower.com/complaints
Or write to us
npower Complaints
PO Box 177
Houghton le Spring
DH4 9AQ

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 can't solve your problem within eight weeks or you have received our final response letter, you can contact the Energy Ombudsman.
ombudsman-services.org
0330 440 1624

Your reference numbers

Customer account number
187353685

Electricity meter number

H02FC05304

Electricity supply number

S	02	534	003
	11	0001	4436 446

Electricity meter number

H02FC05304

Electricity supply number

S	02	553	011
	11	0001	4436 455

Power loss?

0800 056 8090

Western Power Distribution is responsible for your power supply

Type too small?

Ask us for a large type bill.

From mobiles
0330 100 8669

From landlines
0808 172 6999

Text phone
0800 413 016

We may monitor and record calls for security, quality or training purposes. Ask your provider for the cost of calls to 0800 and 0330 numbers.

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