

7 May 2017



This is not a tax invoice.



Mr Joga Bains
13 Onega Gate
London
SE16 7PR



Your payment amount is

£180.89

This amount will be taken from your account on or soon after **1 June 2017**

Your energy bill

6 February 2017 to 2 May 2017

Customer account number **136197316**

Online **npower.com** Call us on **0800 073 3000**

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

Latest meter reading

Electricity (Our reading) - 59505
Gas (Our reading) - 3369

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.

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, therefore subject to change.

Your personal projection for the next 12 months

Electricity
£471.35

Gas
£1,255.29

Online Price Fix August 2017 Elec DD - Electricity
Online Price Fix August 2017 Gas DD - Gas

Our cheapest similar and overall tariffs

Save an estimated
£76.46
a year

Save an estimated
£327.14
a year

Electricity

Gas

Online Price Fix May 2018 Elec DD - Electricity
Online Price Fix May 2018 Gas DD - Gas

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.

Your personal projection is based on your estimated energy usage for the next 12 months and your tariff prices. Where your tariff has an end date, then our standard prices will be used thereafter for that tariff. VAT is also included; Warm Home Discount is not included.

2 > About your tariff

Here's information about your tariffs to help you to compare them 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



Gas



Tariff details

Tariff name

Online Price Fix August 2017 Elec DD

Tariff name

Online Price Fix August 2017 Gas DD

How you pay

Quarterly Direct Debit

How you pay

Quarterly Direct Debit

Tariff ends

31 August 2017

Tariff ends

31 August 2017

Early exit fee

£20.00
If you cancel before 13 July 2017

Early exit fee

£20.00
If you cancel before 13 July 2017

Your estimated usage over 12 months

2,612 kWh

Your estimated usage over 12 months

29,013 kWh

Need further information?

Visit

npower.com/tcr

for details of your tariff and the calculation of the TCR

Call us on: **0800 073 3000**

About your Tariff Comparison Rate (TCR)

TCR: 13.27 p per kWh

TCR: 2.65 p per kWh

These are the TCRs for your tariffs. The TCR is not an actual price. You can use your TCR only as a guide to compare the price of electricity and gas tariffs.

It is based on the energy used by a typical customer (electricity 3,100 kWh/year; gas 12,500 kWh/year) and not your personal consumption.

Your actual energy cost will depend on your usage.

To find out more details about the best tariff for you visit npower.com/besttariff

It's easy to get a quick quote with your smartphone.


QR (quick response) codes are an easy way to access your personal energy information.


Scan this code using your smartphone to find out your energy usage. This can help you compare tariffs.



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.

Electricity 	
Meter readings	
6 February 2017 - Our estimate	58931
2 May 2017 - Our reading	59505
kWh used over 86 days	574
Total kWh used	574
This cost	
Online Price Fix August 2017 Elec DD effective from 06 February 2017	
574 kWh at 10.100p per kWh	£57.97
Standing charge of 21.550p a day for 86 days	£18.53
VAT @ 5.00%	£3.83
Total cost of electricity used	£80.33

Gas 	
Meter readings	
6 February 2017 - Our estimate	3181
2 May 2017 - Our reading	3369
Units used over 86 days (Calorific value 39.3)	188
Total units (100s of cubic feet) Converted to kWh	188 5940
This cost	
5940 kWh at 2.000p per kWh	£118.80
Standing charge of 18.080p a day for 86 days	£15.55
VAT @ 5.00%	£6.72
Total cost of gas used	£141.07

Electricity and gas total £221.40

4 > What you've paid

How your bill adds up	
Credit from your previous bill	£40.51
Total cost of energy used	£221.40
Total to be taken from your bank account on or after 1 June 2017	£180.89

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	Gas
6.67 kWh	69.07 kWh
Last year's usage for this period:	
5.48 kWh	110.78 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

We convert your gas consumption into kWh using the following formula

$$\frac{100s \text{ of cubic feet used (see section 3)} \times \text{Conversion to m}^3 \text{ (2.83)} \times \text{Calorific value (see section 3)} \times \text{Correction factor (1.02264)}}{\text{kWh conversion factor (3.6)}} = \text{kWh}$$

6 > Where to get help

Visit npower.com to speak live to one of the team

Call us on: **0800 073 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 03454 04 05 06

> How to complain

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

Call us on: **0800 316 9328**
Online
npower.com/complaints

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.

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

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
136197316

Electricity meter number

S79A 17730

Gas meter number

0382205S

Electricity supply number

S	01	801	902
	12 0003	8973	841

Gas 'M' number

514925710

Power loss?
Call 105
UK Power Networks is responsible for your power supply

Smell Gas?
Call National Grid immediately
0800 111 999
Gas supply problems?
0845 835 1111

Type too small?
Ask us for a large type bill.

Call us on: **0808 172 6999**

Text phone
0800 413 016

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 or 0808 number should be free from all mobiles and generally free from all landlines. The cost of calls to other companies or organisations may vary, please check with them and your provider for exact charges.

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