

Baljit Gora
12 Basildon Way
Crawley
West Sussex
RH11 6EE

Your Account Number: A-FD45E514
Bill Reference: 26581146 (12th July 2018)

Your energy account

13th April 2018 - 12th July 2018

On 13th April 2018 your previous balance was £517.46

1. We have charged you

VAT included.

Gas	(estimated) 10th April 2018 - 10th July 2018	- £69.43
Electricity	(estimated) 10th April 2018 - 10th July 2018	- £67.03

2. You have paid

Direct debit regular collection - 30th April 2018	+ £94.76
Direct debit regular collection - 29th May 2018	+ £94.76
Direct debit regular collection - 28th June 2018	+ £94.76

On 12th July 2018 your new balance was £665.28

Your estimated annual cost

£296.35 a year for electricity

£433.31 a year for gas

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual billings will vary depending on your usage and tariff selection. More information about your current tariff can be found overleaf.

Could you pay less?

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

Good to know.

You're already on our cheapest tariff for your usage. We'll let you know if this changes.


Emergency numbers

Smell Gas?
Call **0800 111 999** (24hrs)

Power cut?
Call **105** to get help

Your Electricity Distributor is: UK Power Networks (0800 316 3105)

Your Charges In Detail

 Electricity	Supply number	S	1	801	300
			1900008333520		

Supply Address: 12 Basildon Way, Crawley, West Sussex, RH11 6EE

Flexible Octopus (10th April 2018 - 10th July 2018)

Energy Charges for Meter A13LB22910

10th April 2018	9860.6	Estimated reading	
11th July 2018	10234.4	Estimated reading	
Energy Used	373.7 kWh @ 12.65p/kWh		£47.28
Standing Charge	92 days @ 18.00p/day		£16.56

Subtotal of charges before VAT £63.84

VAT @ 5.00% £3.19


Total Electricity Charges **£67.03**

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Monthly Direct Debit
Unit Rate	12.65p/kWh
Standing Charge	18.00p/day (£65.70/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	1711.8 kWh

 Gas	Meter Point Reference:	593976109
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Supply Address: 12 Basildon Way, Crawley, West Sussex, RH11 6EE

Flexible Octopus (10th April 2018 - 10th July 2018)

Energy Charges for Meter G4A01188841101

10th April 2018	6611.4	Estimated reading	
11th July 2018	6759.7	Estimated reading	
Consumption	148.4 Units (m ³)		
Energy Used*	1652.1 kWh @ 3.00p/kWh		£49.56
Standing Charge	92 days @ 18.00p/day		£16.56

Subtotal of charges before VAT £66.12

VAT @ 5.00% £3.31

Total Gas Charges **£69.43**

 **Total charges for bill** **£136.46**

Gas

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Monthly Direct Debit
Unit Rate	3.00p/kWh
Standing Charge	18.00p/day (£65.70/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	11566 kWh

* Your energy usage is calculated from your gas consumption using a standard industry formula:

$$\begin{aligned} & \text{Units Consumed (Cubic Meters)} \\ & \times \text{Volume Correction (for temperature \& pressure)} \\ & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\ & \div 3.6 \text{ (convert from joules)} \\ & \approx \text{Usage (in kWh)} \end{aligned}$$

For you:

$$148.4 \times 1.02264 \times 39.2^\dagger \div 3.6 = 1652.1$$

† Average calorific value shown to one decimal place

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Registered in England & Wales No. 09263424

Contacting us

Contact us by email or Facebook Messenger and get a response within hours. Of course, if you need to you can also get a hold of us on the phone, or even by post.

Email: hello@octopus.energy

Facebook: m.me/octopusenergy

Phone: 0333 344 2268

Trading office: 1 Upper James St, Soho, London, W1F 9DE

Please don't hesitate to contact us if you've any questions, comments, or complaints.

Advice and complaints

If you feel that our service has not met your expectations, please get in touch so we can put things right:

First: Contact our team.

Then: If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

Finally: If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Ombudsman Service: Energy on 0330 440 1624 or www.ombudsman-services.org/sectors/energy. This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

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How much did you use?

Your average electricity usage during this bill period was 4.06 kWh/day.

Your average gas usage during this bill period was 17.96 kWh/day.

Please visit our website for advice on how to save energy in your home.