



Mr Alan Griffin
19 Liverpool Road
St. Albans
Hertfordshire
AL1 3UN

Your account number
208111153

Your monthly payment is

£79.00

Your amended energy statement

For 08 January 2020 to 07 May 2020

Latest meter readings

Gas	07 May 2020	Your reading	12036
Electricity	07 May 2020	Your reading	30001

Your account summary

	Credit	Debit
Balance from your last statement on 07 January 2020		£6.61
You've paid 4 payments of £79.00 up to 01 May 2020	£316.00	
Cancelled charges from statement dated on 01 May 2020	£311.46	£311.46
Cost of energy you've used		£388.34
Your account balance		£78.95

Your amended statement

We've updated your account for the period shown above. This statement reflects your most recent tariff and usage information. If you have any questions, please visit npower.com/amended

Could you pay less?

It's easy to switch to the best tariff online. Just go to npower.com/cheapesttariff to find out how.

Remember - it might be worth thinking about switching your tariff or supplier. Below are the cheapest tariffs we have available for you today and you can find details of your current tariff in "Your energy charges and tariff information" section. Your personal projection is calculated based on your estimated usage for the next 12 months and your tariff prices. VAT and any announced price changes are included, Warm Home Discounts are excluded. If your tariff has an end date, then our standard prices are used after that.

Personal Projection	The cheapest option similar to your current tariff	The cheapest option from all of our tariffs
Estimated gas cost £520.60	You could save £106.65 a year on Fix Online v38 June 2021 Gas DD	You could save £106.65 a year on Fix Online v38 June 2021 Gas DD
Estimated electricity cost £426.69	You're already on the cheapest tariff	You're already on the cheapest tariff

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.

Compare tariffs and access your personal energy information and usage, by scanning this QR code with your smartphone.



Your energy charges and tariff information

Here's how we've calculated your energy charges, showing the meter readings we've used, the prices per unit of energy and the tariff that you're on. You can use this information to compare prices against other tariffs available. If you'd like to see more of your meter readings, visit npower.com to activate or login to your online account.

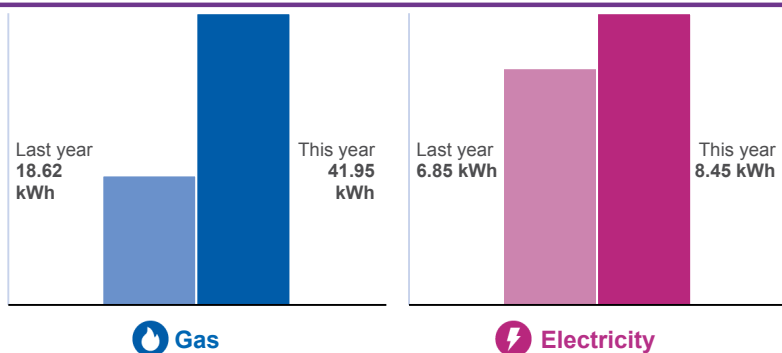
Gas			
You used			This cost
Super Fix March 2021 v2 Gas DD			
11579 <i>Your reading 08 January 2020</i>	12036 <i>Your reading 07 May 2020</i>	5076 kWh at 3.690p <i>457 cubic metres</i>	£187.30
Standing charge		120 days at 15.820p	£18.98
VAT @ 5.00%			£10.31
Gas charges			£216.59

About your tariff	
Tariff name	Super Fix March 2021 v2 Gas DD
<i>On this tariff, the price for each unit of energy is fixed. Your payment amount is based on your energy used.</i>	
Payment method	Monthly Direct Debit
Tariff end date	31 March 2021
Early exit fee	£50.00
<i>An exit fee may be charged if you choose to switch tariff or supplier before the agreed end date.</i>	
Annual usage	Estimated 11906 kWh

Electricity			
You used			This cost
Super Fix March 2021 v2 Elec DD			
28979 <i>Your reading 08 January 2020</i>	30001 <i>Your reading 07 May 2020</i>	1022 kWh at 13.970p	£142.77
Standing charge		120 days at 17.330p	£20.80
VAT @ 5.00%			£8.18
Electricity charges			£171.75
Total energy charges			£388.34

About your tariff	
Tariff name	Super Fix March 2021 v2 Elec DD
<i>On this tariff, the price for each unit of energy is fixed. Your payment amount is based on your energy used.</i>	
Payment method	Monthly Direct Debit
Tariff end date	31 March 2021
Early exit fee	£50.00
<i>An exit fee may be charged if you choose to switch tariff or supplier before the agreed end date.</i>	
Annual usage	Estimated 2387 kWh 24HR 2387 kWh

Your average daily use



Energy saving

Here's how your daily energy use covered by this statement compares to your use last year. For information on reducing your energy use, visit npower.com/energysaving

Useful information

If you'd like a statement in large print, Braille or audio CD, call 0800 073 3000 or for textphone, call 0800 413 016

General enquiries and advice <p>We're happy to help if you've got any questions about this statement or your account. If you require help with communication, access or safety needs relating to your energy account, join our Priority Services Register. It's free. You can find out more at npower.com/priorityservices</p>	Talk to our live chat team at: npower.com/contactus Mon-Fri 9am-6pm 0800 073 3000 Mon-Fri 8am-8pm, Sat 8am-6pm Write to us at: npower, PO Box 177, Houghton-le-Spring, DH4 9AQ
Moving home <p>It's easy to take us with you, just contact us within the 28 days before your move. You can find out more at npower.com/moving</p>	Talk to our live chat team at: npower.com/contactus Mon-Fri 9am-6pm 0800 316 8558 Mon-Fri 8am-8pm, Sat 8am-6pm
Complaints <p>If there's anything you're unhappy with, our Complaints Team could put things right. You can download a copy of the 'Putting Things Right' leaflet from our website, or ask us to send you a copy in the post.</p>	npower.com/complaints 0800 316 9328 Mon-Fri 8am-8pm, Sat 8am-6pm Write to us at: npower Complaints, PO Box 177, Houghton-le-Spring, DH4 9AQ
Citizens Advice <p>Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.</p>	citizensadvice.org.uk/energy 03454 04 05 06 npower.com/knowyourrights
Ombudsman <p>If we've sent you our 'final position' letter or we haven't been able to resolve your complaint within eight weeks, you can take your complaint to Ombudsman Services: Energy - there to help resolve disputes between energy suppliers and their customers.</p>	It's quickest and easiest to find information and register your complaint online at: ombudsman-services.org/energy 0330 440 1624

We charge for energy in kilowatt hours (kWh). A kWh is 1 kilowatt of energy used in 1 hour. Your gas consumption is converted into kWh using the following formula:

$$\begin{array}{ccccccc} \text{Cubic metres used} & \times & \text{Calorific value (39.1)} & \times & \text{Correction factor (1.02264)} & \div & \text{kWh conversion factor (3.6)} & = & \text{kWh} \end{array}$$

Your account number 208111153

Smell gas?

Call the National Grid immediately on **0800 111 999**

Lost gas?

Call **0845 835 1111**

Lost power?

Call **105**

Your distributor is

UK Power Networks, Customer Care, Fore Hamlet, Ipswich, Suffolk, IP3 8AA

Your meter details

Gas meter number Gas 'M' number

G4A02778391001

2986632501

Electricity meter number

S11EH03751

Electricity supply number

S	01	801	003
	10	1248	0953 917

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. npower is a registered trademark and the trading name of Npower Northern Limited (Registered No. 3432100) who also act as an agent for Npower Northern Supply Limited (Registered No. 2845740) for the supply of electricity. Registered in England and Wales. Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon SN5 6PB.

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