



Peter Lister
47 Brooksby Road Tilehurst
Reading
Berkshire
RG31 6LZ



Your energy account

5th Sept. 2020 - 11th Sept. 2020

On 5th Sept. 2020 your previous balance was £25.86

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	4th Sept. 2020 - 8th Sept. 2020	- £6.39
Gas	11th Aug. 2020 - 10th Sept. 2020	- £18.46

2. You have paid

Direct Debit collection - 7th Sept. 2020 + £103.00

On 11th Sept. 2020 your new balance was £104.01

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octopusenergy

Your Account Number: A-E5A5091D
Bill Reference: 50798798 (11th Sept. 2020)

Your estimated annual cost

£709.41 a year for electricity

£500.98 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.

For your **electricity** (on meter point 2000010431717)

Good to know.

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

For your **gas** (on meter point 3981380303)

You could save **£1.60 a year** by switching to **Co-op 12M Fixed**, our cheapest **fixed** tariff for your **gas** usage.

If you'd like to make the change, just drop us an email to hello@octopus.energy and we'll sort it for you. You won't ever incur charges for switching.

Emergency numbers

Smell gas?

Call **0800 111 999** (24hrs)

Power cut?

Call **105** to get help

Your Electricity Distributor is: SSE Power Distribution (0800 300999)

Co-op Energy is proudly supplied by Octopus Energy Limited

W [octopus.energy](https://www.octopus.energy)

E hello@octopus.energy

P 0808 164 1088

Registered office: 33 Holborn, London, EC1N 2HT

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

Registered in England & Wales No. 09263424

VAT Number: 221122280

Your Charges In Detail

Electricity	Supply number	S	1	801	100
			2000010431717		

Supply Address: 47 Brooksby Road Tilehurst, Reading, Berkshire, RG31 6LZ

Co-op Fixed September 20 v3 (4th Sep 2020 - 8th Sep 2020)

Energy Charges for Meter 19M0035399		
4th Sep 2020	5555.0 Customer reading	
9th Sep 2020	5592.5 Smart meter reading	
Energy Used	37.5 kWh @ 13.86p/kWh	£5.20
Standing Charge	5 days @ 17.81p/day	£0.89

Subtotal of charges before VAT £6.09

VAT @ 5.00% £0.30

Total Electricity Charges £6.39

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Co-op Fixed September 20 v3
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	13.86p/kWh
Standing Charge	17.81p/day (£65.00/year)
Price Guaranteed Until	30th Sept. 2020
Early Exit Fee	None
Estimated Annual Usage	4405.7 kWh

Gas	Meter Point Reference:	3981380303
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Supply Address: 47 Brooksby Road Tilehurst, Reading, Berkshire, RG31 6LZ

Co-op 12M Fixed (11th Aug 2020 - 10th Sep 2020)

Energy Charges for Meter G4F90471971900		
11th Aug. 2020	1465.2 Smart meter reading	
11th Sept. 2020	1505.7 Smart meter reading	
Consumption	40.5 Units (m ³)	
Energy Used*	452.4 kWh @ 2.72p/kWh	£12.31
Standing Charge	31 days @ 17.00p/day	£5.27

Subtotal of charges before VAT £17.58

VAT @ 5.00% £0.88

Total Gas Charges £18.46

Total charges for bill	£24.85
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About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Co-op 12M Fixed
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	2.72p/kWh
Standing Charge	17.00p/day (£62.05/year)
Price Guaranteed Until	30th Sept. 2020
Early Exit Fee	None
Estimated Annual Usage*	15260 kWh

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

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

For you:

$$40.5 \times 1.02264 \times 39.3^\dagger \div 3.6 = 452.4$$

† Average calorific value shown to one decimal place

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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: 2nd Floor, UK House, 164-182 Oxford Street, London W1D 1NN

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

How much did you use?

Your average electricity usage during this bill period was 7.51 kWh/day.

Your average gas usage during this bill period was 14.59 kWh/day.

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

Your Account Number: A-E5A5091D
Bill Reference: 50798798 (11th Sept. 2020)

Advice and complaints

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.

Go to: citizensadvice.org.uk/energy or call their consumer service on 0808 223 1133 Mon to Fri, 9am-5pm

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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