

Andrew Whitworth
Flat 78 Parker Building Freda Street
London
SE16 4ED



Your Account Number: A-F7679E21
Bill Reference: 69862494 (13th Oct. 2021)

Your estimated annual cost

£946.20 a year for electricity

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.

Your energy account

26th July 2021 - 12th Oct. 2021

On 26th July 2021 your previous balance was £0.15

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	26th July 2021 - 10th Oct. 2021	- £130.46
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2. You have paid

Direct Debit collection - 2nd Aug. 2021	+ £50.00
Direct Debit collection - 1st Sept. 2021	+ £50.00
Direct Debit collection - 1st Oct. 2021	+ £50.00

On 12th Oct. 2021 your new balance is £19.69

Could you pay less?

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

For your **electricity** (on meter point 2700000462659)

Good to know.

You're already on our cheapest tariff for your **electricity** 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	122
2700000462659					

Supply Address: Flat 78 Parker Building Freda Street, London, SE16 4ED

Octopus Price Promise (26th July 2021 - 10th October 2021)

Energy Charges for Meter A12LB64348

26th Jul 2021	35087.0	Customer reading	
11th Oct 2021	35714.0	Customer reading	
Energy Used	627.0 kWh @ 17.21p/kWh		£107.91
Standing Charge	77 days @ 21.22p/day		£16.34

Subtotal of charges before VAT £124.25

VAT @ 5.00% £6.21

Total Electricity Charges **£130.46**



Total charges for bill £130.46

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Octopus Price Promise July 2021 v1
Product Type	Green Variable
Payment Method	Direct Debit
Unit Rate	17.21p/kWh
Standing Charge	21.22p/day (£77.45/year)
Price Guaranteed Until	30th Sept. 2023
Early Exit Fee	None
Estimated Annual Usage	4786.1 kWh



Octopus Energy Limited

W octopus.energy

E hello@octopus.energy

P 0808 164 1088

Registered Office

33 Holborn, London, EC1N 2HT

Trading Address

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

Registered in England & Wales No. 09263424

VAT Number: 358672751

Contacting us

Contact us by email 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

Phone: 0808 164 1088

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 8.14 kWh/day.

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

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Bill Reference: 69862494 (12th Oct. 2021)

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.