octopusenergy

Agnieszka Niewiadomska & Miroslaw Sroka 145 Alnwick Road London **SE12 9BX**



Your energy account

2nd Jan. 2022 - 2nd March 2022

On 2nd Jan. 2022 your previous balance was

-£335.77

-£143.33

1. We have charged you

Based on your meter readings.

VAT included.

Gas 21st Dec. 2021 - 1st March 2022 - £257.76 Electricity 21st Dec. 2021 - 1st March 2022 - £126.23

2. You have paid

Credit card collection - 4th Jan. 2022 +£335.77 Direct Debit collection - 28th Jan. 2022 + £120.33 Direct Debit collection - 28th Feb. 2022 + £120.33

On 2nd March 2022 your new balance is

Your Account Number: A-1B4C6E58 Bill Reference: 83301813 (3rd March 2022)

Your estimated annual cost

£579.31 a year for electricity

£832.86 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 1200026689834)

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 556265010)

Good to know.

You're already on our cheapest tariff for your gas 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)



Electricity Supp

Supply number S 1 801 1200026689834

Supply Address: 145 Alnwick Road, London, SE12 9BX

Flexible Octopus (21st December 2021 - 1st March 2022)

Energy Charges for Meter 199A 02627

21st Dec 2021 83527.0 Customer reading 2nd Mar 2022 84060.0 Customer reading

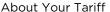
Energy Used 533.0 kWh @ 19.60p/kWh £104.47

Standing Charge 71 days @ 22.19p/day £15.75

Subtotal of charges before VAT £120.22

VAT @ 5.00% £6.01

Total Electricity Charges £126.23



Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name Flexible Octopus October 2021 v2

Product Type Variable
Payment Method Direct Debit
Unit Rate 19.60p/kWh

Standing Charge 22.19p/day (£80.99/year)

Price Guaranteed Until Not applicable

Early Exit Fee None
Estimated Annual Usage 2401.7 kWh

Istimated Affidal Osage 2401.7 kwi





Gas Meter Point Reference: 556265010

Supply Address: 145 Alnwick Road, London, SE12 9BX

Flexible Octopus (21st December 2021 - 1st March 2022)

Energy Charges for Meter G4K90428430901

21st Dec. 2021 15239.0 Customer reading 2nd March 2022 15765.0 Customer reading

Consumption 526.0 Units (m³)

Energy Used* 5782.5 kWh @ 3.94p/kWh £227.83

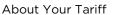
Standing Charge 71 days @ 24.87p/day £17.66

Subtotal of charges before VAT £245.49

VAT @ 5.00% £12.27

Total Gas Charges £257.76

Total charges for bill £383.99



Prices do not include VAT unless otherwise noted.

Gas

Tariff Name Flexible Octopus October 2021 v2

Product Type Variable

Payment Method Direct Debit

Unit Rate 3.94p/kWh

Standing Charge 24.87p/day (£90.78/year)

Price Guaranteed Until Not applicable

Early Exit Fee None

early Exit Fee None

Estimated Annual Usage* 17828 kWh

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

Units Consumed (Cubic Metres)

× Volume Correction (for temperature & pressure)

x Calorific Value (energy in each m³ of gas)

÷ 3.6 (convert from joules)

≈ Usage (in kWh)

For you:

 $526.0 \times 1.02264 \times 38.7^{\dagger} \div 3.6 = 5782.5$

[†] Average calorific value shown to one decimal place





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 7.51 kWh/day.

Your average gas usage during this bill period was 81.44 kWh/day.

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

Your Account Number: A-1B4C6E58 Bill Reference: 83301813 (2nd March 2022)

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.