

Agnieszka Niewiadomska & Mirosław Sroka  
145 Alnwick Road  
London  
SE12 9BX



Your Account Number: A-1B4C6E58  
Bill Reference: 120098589 (1st Jan. 2023)

## Your estimated annual cost

**£917.02** a year for electricity

**£1788.80** 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.

# Your energy account

28th Nov. 2022 - 31st Dec. 2022

**On 28th Nov. 2022 your previous balance was £509.66**

## 1. We have charged you

Based on your meter readings.

VAT included.

Electricity	28th Nov. 2022 - 31st Dec. 2022	- £133.50
Gas	28th Nov. 2022 - 31st Dec. 2022	- £319.92

## 2. We have credited you

HM Government Discount Energy Bills Support Scheme	1st Dec. 2022	+ £67.00
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## 3. You have paid

Direct Debit collection - 28th Nov. 2022	+ £165.50
Direct Debit collection - 28th Dec. 2022	+ £165.50

**On 31st Dec. 2022 your new balance is £454.24**

HM Government introduced an Energy Price Guarantee which limits the price per unit of gas or electricity from October 2022 until April 2023. The Energy Price Guarantee has been applied to your bill automatically.

## 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)**

## Your Charges In Detail



Electricity	Supply number	S	1	801	1
1200026689834					

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

Postcode area alpha identifier: R

Flexible Octopus (28th November 2022 - 31st December 2022)

### Energy Charges for Meter I99A 02627

28th Nov 2022	85468.0	Customer reading	
1st Jan 2023	85811.0	Customer reading	
Energy Used	343.0 kWh @ 51.09p/kWh		£175.24
Energy Price Guarantee	343.0 kWh @ 17.00p/kWh		-£58.30
Standing Charge	34 days @ 30.01p/day		£10.20

**Subtotal** of charges before VAT £127.14

VAT @ 5.00% £6.36

**Total Electricity Charges** **£133.50**

## About Your Tariff

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	51.09p/kWh
Standing Charge	30.01p/day (£109.55/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2240.4 kWh



Gas Meter Point Reference: 556265010

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

Flexible Octopus (28th November 2022 - 31st December 2022)

### Energy Charges for Meter G4K90428430901

28th Nov. 2022	16416.0	Customer reading	
1st Jan. 2023	16685.0	Customer reading	
Consumption	269.0 Units (m <sup>3</sup> )		
Energy Used*	2957.2 kWh @ 14.23p/kWh		£420.68
Energy Price Guarantee	2957.2 kWh @ 4.22p/kWh		-£124.68
Standing Charge	34 days @ 25.56p/day		£8.69

**Subtotal** of charges before VAT £304.69

VAT @ 5.00% £15.23

**Total Gas Charges** **£319.92**



**Total charges for bill** **£453.42**

## About Your Tariff

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	14.23p/kWh
Standing Charge	25.56p/day (£93.31/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	16088 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:

$$269.0 \times 1.02264 \times 38.7^{\dagger} \div 3.6 = 2957.2$$

<sup>†</sup> Average calorific value shown to one decimal place



## Octopus Energy Limited

W octopus.energy  
E hello@octopus.energy  
P 0808 164 1088

## Registered Office

UK House, 5th floor, 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](mailto:hello@octopus.energy)

**Phone:** 0808 164 1088

**Trading office:** UK House, 5th floor, 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 10.09 kWh/day.

Your average gas usage during this bill period was 86.98 kWh/day.

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

Your Account Number: A-1B4C6E58  
Bill Reference: 120098589 (31st Dec. 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](https://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](https://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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