

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 |
|--|---------------|----------|

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 ³) | | |
| 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:

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

† Average calorific value shown to one decimal place



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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: 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.

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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.