

Matthew Fawl & Charlie Seymour
25 Stirling Close
Sidcup
Kent
DA14 6RP

Your Account Number: A-BAA12852
Bill Reference: 139679572 (9th May 2023)

Your estimated annual cost

£1760.60 a year for electricity

£1487.62 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

9th April 2023 - 8th May 2023

On 9th April 2023 your previous balance was £654.39

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	8th April 2023 - 7th May 2023	- £151.65
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2. You have paid

Direct Debit collection - 28th April 2023	+ £216.13
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On 8th May 2023 your new balance is £718.87

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 1200051341618)

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 7449576502)

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	902
			1200051341618		

Supply Address: 25 Stirling Close, Sidcup, Kent, DA14 6RP
Postcode area alpha identifier: A

Flexible Octopus (8th April 2023 - 7th May 2023)

Energy Charges for Meter 16M0098833		
8th Apr 2023	28662.2 Smart meter reading	
8th May 2023	29067.8 Smart meter reading	
Energy Used	405.6 kWh @ 49.60p/kWh	£201.20
Energy Price Guarantee	405.6 kWh @ 16.57p/kWh	£67.21
Standing Charge	30 days @ 34.80p/day	£10.44
Subtotal of charges before VAT		£144.43
VAT @ 5.00%		£7.22
Total Electricity Charges		£151.65



Total charges for bill £151.65

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus November 2022 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	49.60p/kWh
Standing Charge	34.80p/day (£127.02/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	4691.5 kWh





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 13.52 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.

Octopus Energy Limited

W octopus.energy

E hello@octopus.energy

P 0333 344 2268

Registered Office

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Registered in England & Wales No. 09263424

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