



Rebecca Ponting
Flat Third Floor 25 Sinclair Road
London
W14 0NS

Your Account Number: A-5142C13A
Bill Reference: 166529233 (10th Oct. 2023)

Your estimated annual cost

£1,040.93 a year for electricity

£484.61 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 1200020907700)
Good news, you're already on our cheapest tariff. We'll let you know if this changes.

For your **gas** (on meter point 3317778805)
Good news, you're already on our cheapest tariff. We'll let you know if this changes.

Emergency numbers

Smell gas? Call **0800 111 999**

Power cut? Call **105** to get help

Your Electricity Distributor is: UK Power Networks (0800 316 3105)

Your energy account

10th Sept. 2023 - 9th Oct. 2023

On 10th Sept. 2023 your previous balance was £215.61

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	9th Sept. 2023 - 30th Sept. 2023	- £64.86
Electricity	1st Oct. 2023 - 8th Oct. 2023	- £17.90

2. You have paid

Direct Debit collection - 2nd Oct. 2023 + £132.40

On 9th Oct. 2023 your new balance is £265.25

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

Your Charges In Detail

About Your Tariff
Prices do not include VAT unless otherwise noted.

Electricity	
Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	29.71p/kWh
Standing Charge	34.80p/day (£127.02/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3192.5 kWh



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About Your Tariff
Prices do not include VAT unless otherwise noted.

Electricity	
Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	27.07p/kWh
Standing Charge	34.80p/day (£127.02/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3192.5 kWh



	Total charges for bill	£82.76
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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 7.83 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 Energy Ombudsman on 0330 440 1624 or at www.energyombudsman.org. 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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