

Zoe Parris
20
Beachcroft
Hadston
Morpeth
NE65 9RH



Your Account Number: A-BA036CCD
Bill Reference: 93834946 (10th May 2022)

Your estimated annual cost

£701.78 a year for electricity

£919.70 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

6th April 2022 - 9th May 2022

On 6th April 2022 your previous balance was £5.34

1. We have charged you

VAT included.

Electricity (estimated)	31st March 2022 - 1st April 2022	- £2.69
Gas (estimated)	31st March 2022 - 1st April 2022	- £2.86
Electricity	2nd April 2022 - 9th May 2022	- £63.96
Gas	2nd April 2022 - 9th May 2022	- £73.52

2. You have paid

Direct Debit collection - 28th April 2022 + £137.01

On 9th May 2022 your new balance is -£0.68

Could you pay less?

Remember - it might be worth thinking about switching your tariff or supplier.

For your **electricity** (on meter point 1580000647591)

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 7531861102)

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: Northern PowerGrid (0800 668877)

Your Charges In Detail



Electricity

Supply number

S

1

801

1

1580000647591

Supply Address: 20 Beachcroft, Morpeth, Northumberland, NE65 9RH

Flexible Avro (31st March 2022 - 1st April 2022)

Energy Charges for Meter I06L40802

31st Mar 2022	55850.0 Customer reading	
2nd Apr 2022	55860.8 Estimated reading	
Energy Used	10.8 kWh @ 19.06p/kWh	£2.06
Standing Charge	2 days @ 25.19p/day	£0.50

Subtotal of charges before VAT £2.56

VAT @ 5.00% £0.13

Total Electricity Charges £2.69

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Avro October 2021 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	19.06p/kWh
Standing Charge	25.19p/day (£91.94/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	1935.1 kWh



Electricity

Supply number

S

1

801

1

1580000647591

Supply Address: 20 Beachcroft, Morpeth, Northumberland, NE65 9RH

Flexible Avro (2nd April 2022 - 9th May 2022)

Energy Charges for Meter I06L40802

2nd Apr 2022	55860.8 Estimated reading	
10th May 2022	56048.0 Customer reading	
Energy Used	187.2 kWh @ 25.80p/kWh	£48.30
Standing Charge	38 days @ 46.33p/day	£17.61
Loyal Octopus	38 days @ 13.15p/day	-£5.00†

Subtotal of charges before VAT £60.91

VAT @ 5.00% £3.05

Total Electricity Charges £63.96

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Avro October 2021 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	25.80p/kWh
Standing Charge	46.33p/day (£169.10/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	1935.1 kWh

†Your Loyal Octopus support is always rounded in your favour to the nearest whole penny.



Octopus Energy Limited

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E hello@octopus.energy

P 0808 164 1088

Registered Office

33 Holborn, London, EC1N 2HT

Trading Address

2nd Floor, UK House, 164-182 Oxford Street,
London W1D 1NN

Registered in England & Wales No. 09263424

VAT Number: 358672751

Your Charges In Detail



Gas Meter Point Reference: 7531861102

Supply Address: 20 Beachcroft, Morpeth, Northumberland, NE65 9RH

Flexible Avro (31st March 2022 - 1st April 2022)

Energy Charges for Meter 557246

31st March 2022	17548.0 Customer reading	
2nd April 2022	17553.2 Estimated reading	
Consumption	5.2 Units (m ³)	
Energy Used*	59.7 kWh @ 3.72p/kWh	£2.22
Standing Charge	2 days @ 24.87p/day	£0.50

Subtotal of charges before VAT £2.72

VAT @ 5.00% £0.14

Total Gas Charges £2.86



Gas Meter Point Reference: 7531861102

Supply Address: 20 Beachcroft, Morpeth, Northumberland, NE65 9RH

Flexible Avro (2nd April 2022 - 9th May 2022)

Energy Charges for Meter 557246

2nd April 2022	17553.2 Estimated reading	
10th May 2022	17630.0 Customer reading	
Consumption	76.8 Units (m ³)	
Energy Used*	874.6 kWh @ 6.88p/kWh	£60.17
Standing Charge	38 days @ 25.92p/day	£9.85

Subtotal of charges before VAT £70.02

VAT @ 5.00% £3.50

Total Gas Charges £73.52



Total charges for bill £143.03

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Avro October 2021 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	3.72p/kWh
Standing Charge	24.87p/day (£90.78/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	11356 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:

$$5.2 \times 1.02264 \times 40.2^{\dagger} \div 3.6 = 59.7$$

[†] Average calorific value shown to one decimal place



About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Avro October 2021 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	6.88p/kWh
Standing Charge	25.92p/day (£94.61/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	11356 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:

$$76.8 \times 1.02264 \times 40.1^{\dagger} \div 3.6 = 874.6$$

[†] 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: 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 4.95 kWh/day.

Your average gas usage during this bill period was 23.36 kWh/day.

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

Your Account Number: A-BA036CCD
Bill Reference: 93834946 (9th May 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.

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