

Neil Ekins
27 SPORTSMAN LANE
HATFIELD PEVEREL
CHELMSFORD
ESSEX
CM3 2NP

Your Account Number: A-09FBD1F9
Bill Reference: 26648335 (17th July 2018)

Your estimated annual cost
£674.86 a year for electricity

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

18th April 2018 - 17th July 2018

On 18th April 2018 your previous balance was **£28 96**

1. We have charged you

VAT included.

Electricity (estimated) 17th April 2018 - 15th July 2018 - **£133.24**

2. You have paid

Direct debit regular collection - 3rd May 2018	+ £54.90
Direct debit regular collection - 4th June 2018	+ £54.90
Direct debit regular collection - 3rd July 2018	+ £54.90

On 17th July 2018 your new balance was **£60 42**

Could you pay less?

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

Good to know.

You're already on our cheapest tariff for your 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	2	809	7
1012485107941			

Supply Address: 27 SPORTSMAN LANE, HATFIELD PEVEREL,
CHELMSFORD, ESSEX, CM3 2NP

Flexible Octopus (17th April 2018 - 15th July 2018)

Energy Charges for Meter Z03E044994

17th April 2018	20788.0 Customer reading	
16th July 2018	21103.5 Estimated reading	
Energy Used (Day)	315.5 kWh @ 14.20p/kWh	£44.80
17th April 2018	3667.0 Customer reading	*
16th July 2018	4603.1 Estimated reading	*
Energy Used (Night)	936.1 kWh @ 7.04p/kWh	£65.90
Standing Charge	90 days @ 18.00p/day	£16.20
Subtotal of charges before VAT		£126.90
VAT @ 5.00%		£6.34
Total Electricity Charges		£133.24



Total charges for bill £133.24

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Monthly Direct Debit
Unit Rate (Day)	14.20p per kWh
Unit Rate (Night)	7.04p per kWh
Standing Charge	18.00p/day (£65.70/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage (Day)	1302.8 kWh
Estimated Annual Usage (Night)	5568.5 kWh



Contacting us

Contact us by email or Facebook Messenger 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

Facebook: m.me/octopusenergy

Phone: 0333 344 2268

Trading office: 1 Upper James St, Soho, London, W1F 9DE

Please don't hesitate to contact us if you've any questions, comments, or complaints.

Advice and complaints

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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How much did you use?

Your average electricity usage during this bill period was 13.91 kWh/day.

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