octopusenergy

Marcia & Peter Baker 4 Steadings Rise Knutsford Cheshire WA16 OWB



Your energy account

18th May 2022 - 17th June 2022

On 18th May 2022 your previous balance was

£808.77

1. We have charged you

Based on your meter readings.

VAT included.

Electricity 17th May 2022 - 16th June 2022 - £103.49

2. You have paid

Direct Debit collection - 1st June 2022 + £164.84

On 17th June 2022 your new balance is £870.12

Your Account Number: A-A8AACDEA Bill Reference: 97887521 (18th June 2022)

Your estimated annual cost

£1519.02 a year for electricity

£1924.08 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 1300013845588)

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 9113216103)

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: Scottish Power Energy Networks (0800 001 5400)

Your Charges In Detail



Electricity

Loyal Octopus

Supply number

S	1	801	101
	1300013845588		

Supply Address: 4 Steadings Rise, Knutsford, Cheshire, WA16 OWB

Flexible Octopus (17th May 2022 - 16th June 2022)

Energy Charges for Meter 19L3760647

17th May 2022 8505.2 Smart meter reading

17th Jun 2022 8820.0 Smart meter reading

Energy Used 314.8 kWh @ 28.17p/kWh £88.67

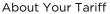
Standing Charge 31 days @ 45.06p/day £13.97 31 days @ 13.15p/day

Subtotal of charges before VAT £98.56

VAT @ 5.00% £4.93

£103.49 **Total Electricity Charges**

£103.49 Total charges for bill



Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name Flexible Octopus October 2021 v2

Product Type Variable Payment Method Direct Debit 28.17p/kWh Unit Rate

Standing Charge 45.06p/day (£164.47/year)

Price Guaranteed Until Not applicable

Early Exit Fee None Estimated Annual Usage 4551.7 kWh

 ${\ddagger} Your\ Loyal\ Octopus\ support\ is\ always\ rounded\ in\ your\ favour\ to$ the nearest whole penny.



-£4.08‡



P 0808 164 1088



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 10.15 kWh/day.

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

Your Account Number: A-A8AACDEA Bill Reference: 97887521 (17th June 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.