

Marcia & Peter Baker
4 Steadings Rise
Knutsford
Cheshire
WA16 0WB



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.

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
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2. You have paid

Direct Debit collection - 1st June 2022	+ £164.84
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On 17th June 2022 your new balance is £870.12

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	Supply number	S	1	801	101
1300013845588					

Supply Address: 4 Steadings Rise, Knutsford, Cheshire, WA16 0WB

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
Loyal Octopus	31 days @ 13.15p/day	-£4.08†

Subtotal of charges before VAT £98.56

VAT @ 5.00% £4.93

Total Electricity Charges **£103.49**



Total charges for bill £103.49

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus October 2021 v2
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	28.17p/kWh
Standing Charge	45.06p/day (£164.47/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	4551.7 kWh

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



Octopus Energy Limited

W octopus.energy
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



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.

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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.

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