



Mr Ivan Bennett
137 Hodge Clough Road
Oldham
Lancashire
OL1 4PX

Your account number
186659751

Your monthly payment is

£89.00

Your estimated energy statement

For 26 January 2018 to 18 April 2018

Latest meter readings

Gas	18 April 2018	Our estimate	28410
Electricity	18 April 2018	Our estimate	15844

Your account summary

	Credit	Debit
Balance from your last statement on 01 February 2018	£69.28	
You've paid 2 payments of £89.00 up to 03 April 2018	£178.00	
Cost of energy you've used		£347.88
Your account balance		£100.60

Your meter readings

Unfortunately, this statement is estimated because we didn't receive your meter readings in time to calculate your usage. We want to make sure you have an accurate statement so that you only pay for the gas and electricity you've used. Please send us your meter readings. You can do this quickly online at npower.com/meterread

Could you pay less?

It's easy to switch to the best tariff online. Just go to npower.com/cheapesttariff to find out how.

Remember - it might be worth thinking about switching your tariff or supplier. Below are the cheapest tariffs we have available for you today and you can find details of your current tariff in "Your energy charges and tariff information" section. Your personal projection is calculated based on your estimated usage for the next 12 months and your tariff prices. VAT and any announced price changes are included, Warm Home Discounts are excluded. If your tariff has an end date, then our standard prices are used after that.

Personal Projection	The cheapest option similar to your current tariff	The cheapest option from all of our tariffs
Estimated gas cost £950.55	You could save £228.03 a year on Online Energy Fix May 2019 Gas DD	You could save £228.03 a year on Online Energy Fix May 2019 Gas DD
Estimated electricity cost £717.22	You could save £112.59 a year on Online Energy Fix May 2019 Elec DD	You could save £112.59 a year on Online Energy Fix May 2019 Elec DD


Switching tariffs could mean a significant change to your terms and conditions and some tariffs have eligibility criteria. For example, you may need to change your payment method or manage your account online. Some tariffs are available for a limited time only.

Compare tariffs and access your personal energy information and usage, by scanning this QR code with your smartphone.




Your energy charges and tariff information

Here's how we've calculated your energy charges, showing the meter readings we've used, the prices per unit of energy and the tariff that you're on. You can use this information to compare prices against other tariffs available. If you'd like to see more of your meter readings, visit npower.com to activate or login to your online account.

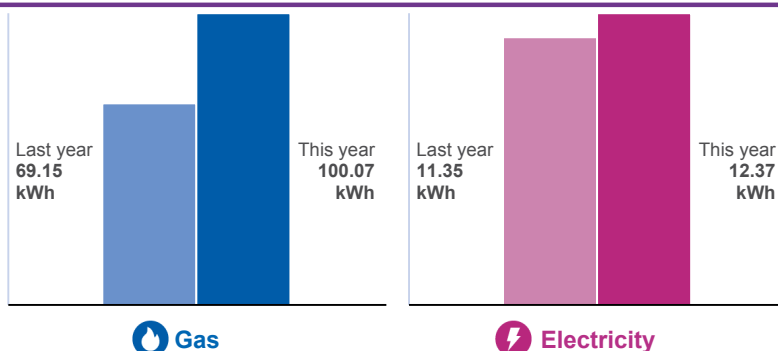
 Gas			
		You used	This cost
Feel Good Fix June 2018 Gas DD			
27666 <small>Our estimate 26 January 2018</small>	28410 <small>Our estimate 18 April 2018</small>	8306 kWh at 2.389p <small>744 cubic metres</small>	£198.43
Standing charge		83 days at 13.620p	£11.30
VAT @ 5.00%			£10.49
Gas charges			£220.22

About your tariff	
Tariff name	Feel Good Fix June 2018 Gas DD
<i>On this tariff, the price for each unit of energy is fixed. Your payment amount is based on your energy used.</i>	
Payment method	Monthly Direct Debit
Tariff end date	30 June 2018
Early exit fee	None
Annual usage	Estimated 22003 kWh

 Electricity			
		You used	This cost
Feel Good Fix June 2018 Elec DD			
14817 <small>Our estimate 26 January 2018</small>	15844 <small>Our estimate 18 April 2018</small>	1027 kWh at 10.090p	£103.62
Standing charge		83 days at 21.640p	£17.96
VAT @ 5.00%			£6.08
Electricity charges			£127.66
Total energy charges			£347.88

About your tariff	
Tariff name	Feel Good Fix June 2018 Elec DD
<i>On this tariff, the price for each unit of energy is fixed. Your payment amount is based on your energy used.</i>	
Payment method	Monthly Direct Debit
Tariff end date	30 June 2018
Early exit fee	None
Annual usage	Estimated 4024 kWh

Your average daily use



Energy saving

Here's how your daily energy use covered by this statement compares to your use last year. For information on reducing your energy use, visit npower.com/energysaving

Useful information

If you'd like a statement in large print, Braille or audio CD, call 0800 073 3000 or for textphone, call 0800 413 016

General enquiries and advice

We're happy to help if you've got any questions about this statement or your account. If you require help with communication, access or safety needs relating to your energy account, join our Priority Services Register. It's free. You can find out more at npower.com/priorityservices

Talk to our live chat team at:
npower.com/contactus
Mon-Fri 9am-6pm

0800 073 3000
Mon-Fri 8am-8pm, Sat 8am-6pm

Write to us at:
npower, PO Box 177,
Houghton-le-Spring, DH4 9AQ

Moving home

It's easy to take us with you, just contact us within the 10 days before your move. You can find out more at npower.com/moving

Talk to our live chat team at:
npower.com/contactus
Mon-Fri 9am-6pm

0800 316 8558
Mon-Fri 8am-8pm, Sat 8am-6pm

Complaints

If there's anything you're unhappy with, our Complaints Team could put things right. You can download a copy of the 'Putting Things Right' leaflet from our website, or ask us to send you a copy in the post.

npower.com/complaints

0800 316 9328
Mon-Fri 8am-8pm, Sat 8am-6pm

Write to us at:
npower Complaints, PO Box 177,
Houghton-le-Spring, DH4 9AQ

Citizens Advice

It's easy to get free, independent advice so that you "Know your rights" as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

www.citizensadvice.org.uk/energy
0345 404 0506

Ombudsman

If we can't solve your problem within eight weeks or you have received our 'final response' letter you can contact the free, independent Ombudsman. Please note the Ombudsman Services: Energy will not consider your case unless you have followed our complaints process.

www.ombudsman-services.org/energy
0330 440 1624

Your account number 186659751

Smell gas?

Call the National Grid immediately on **0800 111 999**

Lost gas?

Call **0845 835 1111**

Lost power?

Call **105**

Your distributor is

Electricity North West Ltd, Customer Relations, PO Box 218, Warrington, WA3 9BY

Your meter details

Gas meter number

G4A03214180501

Gas 'M' number

5041585406

Electricity meter number

F96M03370

Electricity supply number

S	01	801	011
	16	1000	1789 845

We charge for energy in kilowatt hours (kWh). A kWh is 1 kilowatt of energy used in 1 hour. Your gas consumption is converted into kWh using the following formula:

$$\begin{array}{ccccccc} \text{Cubic} & & \text{Calorific} & & \text{Correction} & & \text{kWh} \\ \text{metres} & \times & \text{value} & \times & \text{factor} & \div & \text{conversion} \\ \text{used} & & (39.3) & & (1.02264) & & \text{factor (3.6)} \\ & & & & & & = \text{kWh} \end{array}$$

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 or 0808 number should be free from all mobiles and generally free from all landlines. The cost of calls to other companies or organisations may vary, please check with them and your provider for exact charges. npower is a registered trademark and the trading name of Npower Northern Limited (Registered No. 3432100) who also act as an agent for Npower Northern Supply Limited (Registered No. 2845740) for the supply of electricity. Registered in England and Wales. Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon SN5 6PB.

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