

Keith Pickstone
8 Newbridge Gardens
Bolton
Lancashire
BL2 3NA



Your Account Number: A-BD192A47
Bill Reference: 106870042 (1st Sept. 2022)

Could you pay less?

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

Emergency numbers

Smell gas?
Call **0800 111 999** (24hrs)

Power cut?
Call **105** to get help

Your Electricity Distributor is: Electricity North West (0800 195 4141)

Your energy account

7th Aug. 2022 - 31st Aug. 2022

On 7th Aug. 2022 your previous balance was -£3.31

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	6th Aug. 2022 - 16th Aug. 2022	- £16.55
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2. You have paid

Direct Debit collection - 26th Aug. 2022	+ £110.00
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On 31st Aug. 2022 your new balance is £90.14

You opt to pay your balance in full each month.

No payment is currently due.

Your Charges In Detail



Electricity	Supply number	S	1	801	511
			1610029941634		

Supply Address: 8 Newbridge Gardens, Bolton, Lancashire, BL2 3NA
Postcode area alpha identifier: B

Flexible Octopus (6th August 2022 - 16th August 2022)

Energy Charges for Meter 17P0392066

6th Aug 2022	13046.6 Smart meter reading	
17th Aug 2022	13094.6 Closing reading	
Energy Used	48.0 kWh @ 26.68p/kWh	£12.81
Standing Charge	11 days @ 39.98p/day	£4.40
Loyal Octopus	11 days @ 13.15p/day	-£1.45†

Subtotal of charges before VAT £15.76

VAT @ 5.00% £0.79

Total Electricity Charges **£16.55**



Total charges for bill £16.55

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus April 2019 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	26.68p/kWh
Standing Charge	39.98p/day (£145.93/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2015.3 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

UK House, 5th floor, 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: UK House, 5th floor, 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 4.36 kWh/day.

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

Your Account Number: A-BD192A47

Bill Reference: 106870042 (31st Aug. 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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