



Mr Jordy Lopez
29 Rayleigh Grove
Gateshead
Tyne and Wear
NE8 4QQ

Your account number
217155274

Your electricity bill

For 05 April 2019 to 24 June 2019

Please pay

£3.93

to reach us by 09 July 2019

Latest meter reading

Electricity 24 June 2019 Our reading 1568

Your account summary

	Credit	Debit
Balance from your last bill on 25 June 2019	£63.54	
Cost of electricity you've used		£67.47
Your account balance		£3.93

Sign up for Direct Debit

Direct Debit allows you to spread the cost of your energy over a year. This means the seasonal changes in the energy you use do not affect the monthly amount you pay, making it easier to budget over the year. You will also receive a discount for paying by Direct Debit. The easiest way to change to Direct Debit is online at npower.com/login

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 electricity cost £619.67	You could save £42.35 a year on Standard SC Electricity DD	You could save £91.45 a year on Fixed Energy September 2020 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.

You may be able to save money by switching to Direct Debit.


Please note your standard tariff price is not fixed and may be increased in the future.

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.

 Electricity			
		You used	This cost
Standard SC Electricity ROB			
1337 <i>Our estimate</i> 05 April 2019	1568 <i>Our reading</i> 24 June 2019	231 kWh at 18.130p	£41.88
Standing charge		81 days at 27.624p	£22.38
VAT @ 5.00%			£3.21
Electricity charges			£67.47

About your tariff	
Tariff name	Standard SC Electricity ROB
Payment method	Every 3 months
Tariff end date	No end date
Early exit fee	None
Annual usage	Estimated 2699 kWh

Your average daily energy use

We haven't been able to compare your daily energy use to last year. For hints and tips on easy ways to use less energy and save money, go to npower.com/energysaving

Useful information

If you'd like a bill 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 bill 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 28 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 217155274

Lost power?

Call 105

Your distributor is

Northern Powergrid, Customer Relations, Manor House, Station Road, Penshaw, Houghton-le-Spring, DH4 7LA

Your meter details

Electricity meter number

18P6217632

Electricity supply number

S	01	801	001
	15	9102	1741 270



CORPORATE BANKING



bank giro credit



158
288

2171 55274

Reference (customer account number)

157 1311

Credit account number

Amount due
(no fee payable at P.O. counter)

£ 3.93

Cheque acceptable at a Post Office



63320300000021715527490
Collection account npower

Cash

Cheque

£

57-13-11

Please do not write or mark below this line or fold this counterfoil

2171552745 V7241571311 000003930 74 X

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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Ways to pay



Direct Debit

The easiest way to pay.
Visit npower.com/directdebit to sign up. We'll collect your payments for you so you'll never miss one.



Card

Pay securely online by visiting npower.com/payment or call us on **0800 073 3000** with your debit or credit card details and your account number.



Pay by cash

Take this payment slip along with your cash to any bank, Post Office or any bank Payzone/PayPoint agent.



App

Pay quickly through your smartphone or tablet by downloading our app at npower.com/app



Internet banking

Use your online banking service to pay us directly. You'll need to quote our sort code 62-30-09, our account number 00000000 and your account number.



Pay by post

Make your cheque payable to "npower", enclose this payment slip and send to: npower, Payment Processing Centre, PO Box 203, Leeds, LS14 3WE. Write your account number on the back of the cheque. We don't accept post-dated cheques and please don't send cash through the post.