



Theja Mohan
36 Tosson Terrace
Newcastle Upon Tyne
NE6 5LW
UNITED KINGDOM

Your Account Number: A-5C3562DC
Bill Reference: 152271288 (20th July 2023)

Your energy account

20th June 2023 - 19th July 2023

On 20th June 2023 your previous balance was -£247.95

1. We have charged you

VAT included.

Gas	(estimated)	18th June 2023 - 30th June 2023	- £52.82
Electricity	(estimated)	18th June 2023 - 30th June 2023	- £30.52
Gas	(estimated)	1st July 2023 - 17th July 2023	- £42.36
Electricity	(estimated)	1st July 2023 - 17th July 2023	- £37.47

2. You have paid

Direct Debit collection - 5th July 2023 + £247.95

On 19th July 2023 your new balance is -£163.17

You opt to pay your balance in full each month.

We will request a Direct Debit payment of £163.17 on 4th August 2023.

HM Government introduced an Energy Price Guarantee which limits the price per unit of gas or electricity from October 2022 until April 2023. The Energy Price Guarantee has been applied to your bill automatically.

Your estimated annual cost

£924.67 a year for electricity

£2,995.99 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 1591048752209)
Good news, you're already on our cheapest tariff. We'll let you know if this changes.

For your **gas** (on meter point 1273447101)
Good news, you're already on our cheapest tariff. We'll let you know if this changes.

Emergency numbers

Smell gas? Call **0800 111 999**

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

Your Electricity Distributor is: Northern PowerGrid (0800 668877)

Octopus Energy Operations Limited

W octopus.energy
E hello@octopus.energy
P 0333 344 2268

Registered Office

UK House, 5th floor, 164-182 Oxford Street,
London, W1D 1NN

Registered in England & Wales No. 14415312
VAT Number: 358672751

Your Charges In Detail



Electricity	Supply number	S	1	802	001
1591048752209					

Supply Address: 36, Tosson Terrace, Newcastle Upon Tyne, NE6 5LW

Postcode area alpha identifier: L

Flexible Octopus (18th June 2023 - 30th June 2023)

Energy Charges for Meter 19L3844922

18th Jun 2023	6845.1 Estimated reading	
1st Jul 2023	6918.1 Estimated reading	
Energy Used	73.0 kWh @ 46.97p/kWh	£34.31
Energy Price Guarantee	73.0 kWh @ 16.57p/kWh	-£12.10
Standing Charge	13 days @ 52.75p/day	£6.86

Subtotal of charges before VAT £29.07

VAT @ 5.00% £1.45

Total Electricity Charges £30.52

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	46.97p/kWh
Standing Charge	52.75p/day (£192.54/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2467.0 kWh



Electricity	Supply number	S	1	802	001
1591048752209					

Supply Address: 36, Tosson Terrace, Newcastle Upon Tyne, NE6 5LW

Postcode area alpha identifier: L

Flexible Octopus (1st July 2023 - 17th July 2023)

Energy Charges for Meter 19L3844922

1st Jul 2023	6918.1 Estimated reading	
18th Jul 2023	7013.9 Estimated reading	
Energy Used	95.8 kWh @ 27.89p/kWh	£26.72
Standing Charge	17 days @ 52.75p/day	£8.97

Subtotal of charges before VAT £35.69

VAT @ 5.00% £1.78

Total Electricity Charges £37.47

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	27.89p/kWh
Standing Charge	52.75p/day (£192.54/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2467.0 kWh



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Your Charges In Detail



Gas Meter Point Reference: 1273447101

Supply Address: 36, Tosson Terrace, Newcastle Upon Tyne, NE6 5LW

Flexible Octopus (18th June 2023 - 30th June 2023)

Energy Charges for Meter E6S16771551961

18th June 2023	7395.4	Estimated reading	
1st July 2023	7438.0	Estimated reading	
Consumption	42.7	Units (m ³)	
Energy Used*	481.1 kWh @ 11.93p/kWh		£57.41
Energy Price Guarantee	481.1 kWh @ 2.19p/kWh		-£10.51
Standing Charge	13 days @ 26.16p/day		£3.40

Subtotal of charges before VAT £50.30

VAT @ 5.00% £2.52

Total Gas Charges £52.82



Gas Meter Point Reference: 1273447101

Supply Address: 36, Tosson Terrace, Newcastle Upon Tyne, NE6 5LW

Flexible Octopus (1st July 2023 - 17th July 2023)

Energy Charges for Meter E6S16771551961

1st July 2023	7438.0	Estimated reading	
18th July 2023	7483.2	Estimated reading	
Consumption	45.2	Units (m ³)	
Energy Used*	507.2 kWh @ 7.08p/kWh		£35.89
Standing Charge	17 days @ 26.16p/day		£4.45

Subtotal of charges before VAT £40.34

VAT @ 5.00% £2.02

Total Gas Charges £42.36



Total charges for bill £163.17

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	11.93p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	38973 kWh

* Your energy usage is calculated from your gas consumption using a standard industry formula:

$$\begin{aligned} & \text{Units Consumed (Cubic Metres)} \\ & \times \text{Volume Correction (for temperature \& pressure)} \\ & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\ & \div 3.6 \text{ (convert from joules)} \\ & \approx \text{Usage (in kWh)} \end{aligned}$$

For you:

$$42.7 \times 1.02264 \times 39.7^{\dagger} \div 3.6 = 481.1$$

[†] Average calorific value shown to one decimal place



About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	7.08p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	38973 kWh

* Your energy usage is calculated from your gas consumption using a standard industry formula:

$$\begin{aligned} & \text{Units Consumed (Cubic Metres)} \\ & \times \text{Volume Correction (for temperature \& pressure)} \\ & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\ & \div 3.6 \text{ (convert from joules)} \\ & \approx \text{Usage (in kWh)} \end{aligned}$$

For you:

$$45.2 \times 1.02264 \times 39.5^{\dagger} \div 3.6 = 507.2$$

[†] Average calorific value shown to one decimal place



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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 5.63 kWh/day.

Your average gas usage during this bill period was 32.94 kWh/day.

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

Your Account Number: A-5C3562DC
Bill Reference: 152271288 (19th July 2023)

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 Energy Ombudsman on 0330 440 1624 or at www.energyombudsman.org. This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.