

Oluwaseun Akindolie & Akin Aikindolie
Flat 9 Abbotts
Lodge 19 Arundel Road
Eastbourne
East Sussex
BN21 2EL

Your Account Number: A-E786BC7B
Bill Reference: 143284963 (1st June 2023)

Your estimated annual cost
£1175.64 a year for electricity

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

30th April 2023 - 31st May 2023

On 30th April 2023 your previous balance was -£35.31

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	30th April 2023 - 31st May 2023	- £104.55
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2. You have paid

Debit card collection - 30th April 2023	+ £100.00
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On 31st May 2023 your new balance is -£39.86

As you have no Direct Debit in place, your balance is due for payment in 14 days. There are 5 ways you can pay, as detailed in this bill.

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.

Could you pay less?

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

For your **electricity** (on meter point 1900027298836)

Good to know.

You're already on our cheapest tariff for your **electricity** 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: UK Power Networks (0800 316 3105)

Your Charges In Detail



Electricity	Supply number	S	1	801	1
			1900027298836		

Supply Address: Flat 9 Abbotts Lodge 19 Arundel Road, Eastbourne,
East Sussex, BN21 2EL
Postcode area alpha identifier: G

Flexible Octopus (30th April 2023 - 31st May 2023)

Energy Charges for Meter 30230169		
30th Apr 2023	86780.0 Customer reading	
1st Jun 2023	87033.0 Customer reading	
Energy Used	253.0 kWh @ 49.77p/kWh	£125.93
Energy Price Guarantee	253.0 kWh @ 16.57p/kWh	-£41.92
Standing Charge	32 days @ 48.61p/day	£15.56

Subtotal of charges before VAT £99.57

VAT @ 5.00% £4.98

Total Electricity Charges **£104.55**



Total charges for bill £104.55

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus November 2022 v1
Product Type	Variable
Payment Method	Non-Direct Debit
Unit Rate	49.77p/kWh
Standing Charge	48.61p/day (£177.44/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2953.4 kWh



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 7.91 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.

Your payment options

Direct Debit

It's easy to set up a monthly Direct Debit to keep on top of your energy payments. Simply log on to your online account at www.octopus.energy to set your Direct Debit up now.

Bank transfer

Pay us directly from your bank account. Make sure to enter your account number (A-E786BC7B) as the payment reference. Our bank details - Account number: 44594118 & Sort Code: 40-05-30.

Cheque

Write your account number (A-E786BC7B) on the back, make your cheque payable to "Octopus Energy Ltd", and post it to: Octopus Energy, UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN.

Credit or Debit Card

Visit us online at www.octopus.energy/payment to make a payment by card. Alternatively you can pay by debit card at your local PayPoint with the barcode below.

Cash

Simply take this barcode to your local PayPoint to pay by cash. It links to your account so whatever you pay will be transferred to your account.

