

Corey Spells  
23 Alwyne Villas  
London  
N1 2HG  
UNITED KINGDOM

Your Account Number: A-615F1ECO  
Bill Reference: 143849114 (3rd June 2023)

# Your energy account

3rd May 2023 - 2nd June 2023

**On 3rd May 2023 your previous balance was** -£36.99

## 1. We have charged you

Based on your meter readings.

VAT included.

Electricity	2nd May 2023 - 1st June 2023	- £88.81
Gas	2nd May 2023 - 1st June 2023	- £102.29

## 2. You have paid

Direct Debit collection - 18th May 2023 + £261.98

**On 2nd June 2023 your new balance is** £33.89

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

**£1050.05** a year for electricity

**£2047.20** 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 1200024892439)

### Good to know.

You're already on our cheapest tariff for your **electricity** usage. We'll let you know if this changes.

For your **gas** (on meter point 3396583508)

### Good to know.

You're already on our cheapest tariff for your **gas** 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	802	001
1200024892439					

Supply Address: 23, Alwyne Villas, London, N1 2HG  
Postcode area alpha identifier: B

Flexible Octopus (2nd May 2023 - 1st June 2023)

Energy Charges for Meter 20L3178852		
2nd May 2023	6807.9 Smart meter reading	
2nd Jun 2023	7031.3 Smart meter reading	
Energy Used	223.4 kWh @ 49.60p/kWh	£110.81
Energy Price Guarantee	223.4 kWh @ 16.57p/kWh	-£37.02
Standing Charge	31 days @ 34.80p/day	£10.79
<b>Subtotal</b> of charges before VAT		£84.58
VAT @ 5.00%		£4.23
<b>Total Electricity Charges</b>		<b>£88.81</b>

## 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	49.60p/kWh
Standing Charge	34.80p/day (£127.02/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2642.9 kWh



Gas Meter Point Reference: 3396583508

Supply Address: 23, Alwyne Villas, London, N1 2HG

Flexible Octopus (2nd May 2023 - 1st June 2023)

Energy Charges for Meter E6S10048682061		
2nd May 2023	4140.4 Smart meter reading	
2nd June 2023	4222.9 Smart meter reading	
Consumption	82.5 Units (m <sup>3</sup> )	
Energy Used*	909.0 kWh @ 12.01p/kWh	£109.17
Energy Price Guarantee	909.0 kWh @ 2.19p/kWh	-£19.86
Standing Charge	31 days @ 26.16p/day	£8.11
<b>Subtotal</b> of charges before VAT		£97.42
VAT @ 5.00%		£4.87
<b>Total Gas Charges</b>		<b>£102.29</b>

## 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	12.01p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	18872 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:

$$82.5 \times 1.02264 \times 38.8^{\dagger} \div 3.6 = 909.0$$

<sup>†</sup> Average calorific value shown to one decimal place



Total charges for bill £191.10

**Octopus Energy Operations Limited**

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## Registered Office

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

Registered in England & Wales No. 14415312  
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](mailto: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 7.21 kWh/day.

Your average gas usage during this bill period was 29.32 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](https://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](https://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.