



Mr V Rodrigo  
7 Hunter Close  
Potters Bar  
Hertfordshire  
EN6 2PX



## Your amended energy statement

6 October 2014 to 20 November 2014

Customer account number **109462358**

### Contact us

Online  
**npower.com**

From landlines  
**0800 073 3000**

From mobiles  
**0330 100 3000**

We're open Mon-Fri 8am-8pm / Sat 8am-6pm

Your monthly payment has increased from £152.00 to

**£160.00**

starting on 2 January 2015

### Why has the payment amount changed?

Having looked at your energy usage, account balance and current tariff we have calculated that your account will build up a debt if you do not increase your payments. [See section 4 and 5 for full details.](#)

### Latest meter reading

Electricity - Day (Your reading) -	8541
Electricity - Night (Your reading) -	2948
Gas (Your reading) -	1158

## 1 > Could you pay less?

See our table opposite for our cheapest tariff options.

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

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, therefore subject to change.

A change to our cheapest tariff for electricity may mean a change from a two rate tariff to a single rate tariff.

For more information on your current tariff see overleaf.

To find out more about your options visit [npower.com/cheapesttariff](http://npower.com/cheapesttariff) or call us on the number above and have your meter readings available.

### Your personal projection for the next 12 months

Electricity  
**£549.53**

Gas  
**£1,098.48**

Standard SC DD Economy 7 - Electricity  
Standard SC DD - Gas

### Our cheapest similar tariffs

You're already on our cheapest similar tariff for Gas. We'll let you know at least once a year if this changes.

Save an estimated  
**£27.95**  
a year

Electricity

Standard SC DD - Electricity

### Our cheapest overall tariffs

Save an estimated  
**£110.45**  
a year

Electricity

Save an estimated  
**£268.10**  
a year

Gas

Online Price Fix Jan 2016 Elec DD - Electricity  
Online Price Fix Jan 2016 Gas DD - Gas

Your personal projection is based on your estimated energy usage for the next 12 months and your tariff prices. VAT is also included; Warm Home Discount is not included. Please note your tariff price is not fixed and may be increased in the future.

## 2 > About your tariff

Here's information about your tariffs to help you to compare them with others available.

### What is an exit fee?

Some tariffs have an exit fee which may be charged if you choose to leave npower before the agreed end date.

### Electricity



### Gas



#### Tariff details

##### Tariff name

Standard SC DD Economy 7

##### Tariff name

Standard SC DD

##### How you pay

Monthly Direct Debit

##### How you pay

Monthly Direct Debit

##### Tariff ends

No end date

##### Tariff ends

No end date

##### Early exit fee

None

##### Early exit fee

None

##### Your estimated usage over 12 months

2,355 kWh - Day  
781 kWh - Night

##### Your estimated usage over 12 months

23,260 kWh

### Need further information?

Call us

From a landline  
**0800 073 3000**

From a mobile  
**0330 100 3000**

Visit

**[npower.com/tcr](https://npower.com/tcr)**

for details of your tariff and the calculation of the TCR

#### About your Tariff Comparison Rate (TCR)

TCR: **4.89 p per kWh**

This is the TCR for your Gas tariff only. The TCR is not an actual price. You can use your TCR only as a guide to compare the price of gas tariffs.


It is based on the energy used by a typical customer (gas 13,500 kWh/year) and not your personal consumption.


**Your actual energy cost will depend on your usage.**

### 3 > How your energy adds up

#### When is my energy cheaper?

The Economy 7 cheaper rate is 7 hours falling somewhere between the hours of 10pm and 8.30am

Electricity 	
<b>Day - meter readings</b>	
6 October 2014 - Our estimate	8004
16 October 2014 - Your reading	8145
<b>kWh used over 11 days</b>	<b>141</b>
17 October 2014 - Your reading	8145
20 November 2014 - Your reading	8541
<b>kWh used over 35 days</b>	<b>396</b>
<b>Day - total kWh used</b>	<b>537</b>
<b>Night - meter readings</b>	
6 October 2014 - Our estimate	2855
16 October 2014 - Your reading	2890
<b>kWh used over 11 days</b>	<b>35</b>
17 October 2014 - Your reading	2890
20 November 2014 - Your reading	2948
<b>kWh used over 35 days</b>	<b>58</b>
<b>Night - total kWh used</b>	<b>93</b>
<b>Total kWh used</b>	<b>630</b>
<b>This cost</b>	
Standard SC DD effective from 06 October 2014	
Day - 537 kWh at 18.200p per kWh	£97.73
Night - 93 kWh at 6.370p per kWh	£5.92
Standing charge of 12.330p a day for 46 days	£5.67
VAT @ 5.00%	£5.47
<b>Total cost of electricity used</b>	<b>£114.79</b>

Gas 	
<b>Meter readings</b>	
6 October 2014 - Our estimate	1105
16 October 2014 - Your reading	1111
<b>Units used over 11 days</b>	<b>6</b>
(Calorific value 39.1)	
17 October 2014 - Your reading	1111
20 November 2014 - Your reading	1158
<b>Units used over 35 days</b>	<b>47</b>
(Calorific value 39.1)	
<b>Total units (100s of cubic feet)</b>	<b>53</b>
<b>Converted to kWh</b>	<b>1666</b>
<b>This cost</b>	
Standard SC DD effective from 06 October 2014	
1666 kWh at 4.284p per kWh	£71.37
Standing charge of 13.700p a day for 46 days	£6.30
VAT @ 5.00%	£3.88
<b>Total cost of gas used</b>	<b>£81.55</b>

**Electricity and gas total £196.34**

### 4 > What you've paid

#### How your statement adds up

	Energy
Amount left to pay from your previous statement	£129.72
Total cost of energy used	£196.34
Cancelled bill on 17 November 2014 to be taken off amount left to pay	£179.27
<b>Total left to pay</b>	<b>£146.79</b>

## 5 > Your monthly payment

We aim to spread your payments evenly across the year even though your usage and costs may peak in the winter months. We typically review your payment twice a year to check that you are paying the right amount.

When we review your account we will check your usage, whether you have been over or under paying and the details of your current tariff. If we calculate that your current monthly payments are either too high or too low, we will change them and let you know on the front page of this statement.

Need more information?  
Watch our Direct Debit video at  
[npower.com/DirectDebit](http://npower.com/DirectDebit)

### How we worked out your new payment

	Electricity	Gas
Electricity 3274 kWh at 18.200p	£595.87	
Electricity 1111 kWh at 6.370p	£70.77	
Electricity Standing Charge - 358 days at 12.330p	£44.14	
VAT at 5.00%	£35.54	
<b>Estimated electricity total</b>	<b>£746.32</b>	
Gas 21547 kWh at 4.284p		£923.07
Gas Standing Charge - 358 days at 13.700p		£49.05
VAT at 5.00%		£48.61
<b>Estimated gas total</b>		<b>£1,020.73</b>
Total left to pay	£70.54	£76.25
Less payment due on 2 December 2014	£82.00	£70.00
<b>Total to spread over 11 months</b>	<b>£734.86</b>	
11 payments (rounded to the nearest pound)	£67.00	
<b>Total spread over 11 months</b>		<b>£1,026.98</b>
11 payments (rounded to the nearest pound)		£93.00
<b>Total new payment</b>	<b>£160.00</b>	

**We calculate that you have a current outstanding balance of**

**£146.79**

If you pay this balance off within 10 working days we will reduce your monthly payments to **£147.00**

Please use the attached payment slip or one of the other options listed on the back.

## 6 > Energy Explained

We charge for energy in kilowatt hours (kWh).  
A kWh is 1 kilowatt of power used in 1 hour.

In the period covered by this bill you have used  
on average each day:

Electricity	Gas
13.70 kWh	36.22 kWh
Last year's usage for this period:	
0 kWh	0 kWh

For more energy saving tips visit  
[npower.com/saving](http://npower.com/saving)

## A kilowatt hour gives you



9 uses  
of a kettle



4 hours  
watching TV



31 hours  
on a laptop

We convert your gas consumption  
into kWh using the following formula

$$\begin{matrix} 100\text{s of cubic} \\ \text{feet used} \end{matrix} \times \begin{matrix} \text{Conversion} \\ \text{to m}^3 \end{matrix} \times \begin{matrix} \text{Calorific value} \\ \text{(see section 3)} \end{matrix} \times \begin{matrix} \text{Correction} \\ \text{factor} \end{matrix} \div \begin{matrix} \text{kWh} \\ \text{conversion} \\ \text{factor (3.6)} \end{matrix} = \text{kWh}$$

(see section 3) (2.83) (1.02264)

## 7 > Where to get help

From landlines  
**0800 073 3000**

From mobiles  
**0330 100 3000**

Or write to us  
**npower**  
**PO Box 93**  
**Peterlee SR8 2XX**

### Moving house?

Contact us within 10 days  
of your move.

[npower.com/moving](http://npower.com/moving)

### Trouble paying?

Talk to us, we can help.

### Need extra help?

If you're over 60, in poor  
health, or have a disability,  
you could get help with  
managing your energy  
costs. Ask about our Warm  
Response service.

### The Citizens Advice consumer service

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.

To "**Know your rights**" visit  
[www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)  
for up to date  
information or contact the  
Citizens Advice consumer  
service on  
**08454 04 05 06**

## > How to complain

If there's anything you're unhappy with,  
our complaints team could put things right.

From landlines  
**0800 316 9328**

From mobiles  
**0330 100 8628**

Online  
[npower.com/complaints](http://npower.com/complaints)

Or write to us  
**npower Complaints**  
**PO Box 97, Peterlee SR8 9AP**

You can download a copy of  
our leaflet "**Putting things  
right**" from our website, or ask  
us to send you a copy in the  
post.

If we can't solve your  
problem within eight weeks or  
you have received our final  
response letter, you can  
contact the Energy  
Ombudsman.  
[ombudsman-services.org](http://ombudsman-services.org)  
**0330 440 1624**

## Your reference numbers

Customer account number  
**109462358**

Electricity meter number

**A11LB05381**

Gas meter number

**0723867**

Electricity supply number

S 02 812 007  
10 1302 7630 560

Gas 'M' number

**3045449402**

Power loss?

**0800 783 8838**

UK Power Networks is  
responsible for your  
power supply

Smell Gas?  
Call National Grid  
immediately

**0800 111 999**

Gas supply problems?

**0845 835 1111**



## Type too small?

Ask us for a large type bill.

From mobiles

**0330 100 8669**

From landlines

**0808 172 6999**

Text phone

**0800 413 016**

We may monitor and record calls for security, quality or training purposes. Ask your provider for the cost of calls to 0800 and 0330 numbers.

This is not a tax invoice. 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





CORPORATE BANKING

Trans  
cash

Reference (Customer number)

1094 62358

Credit account number

157 1311

bank giro credit



Amount due  
(No fee payable at PO counter)

£ 146.79

CHEQUE ACCEPTABLE

Signature

Date

Cashier's  
stamp and number



633203000000010946235870

57-13-11

NatWest

Collection  
Account  
npower

CASH

CHEQUE

£

Please do not write below this line and do not fold this counterfoil

1094623583 V7241571311 000146790 74 X

## Ways to pay

Call us on **0800 073 3000** or go online to [www.npower.com](http://www.npower.com) to find out more about easy ways to pay



### Direct Debit

Spread the cost of your energy throughout the year by paying by monthly Direct Debit. You can also pay your quarterly bills by Direct Debit.



### 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.



### Regular payment plans

We can agree a payment plan with you to cover the cost of the energy you'll use in the future as well as any debt, taking into account how much you can afford.

### At any bank

Fill in the payment slip and take it with your payment to any bank. The bank may charge you for this service.

### Post Office

You can pay by cash or cheque at any Post Office. Take your bill or payment card with you and make your cheque payable to Post Office Ltd. Payments by cheque will take several days to reach your account.

### Debit or credit card

Call us or go online to [www.npower.com](http://www.npower.com)



### Payment agent

You can pay your bill or make payments towards your next one free of charge at any authorised Payzone or PayPoint agent. To find your nearest agent, please call Customer Service. Payzone may not be available in some areas.

### Phone or internet banking

Please quote our sort code 62-30-09, account number 00000000 and your customer account number. Your bank may charge you for this service.

### Prepayment meter

With a prepayment meter you pay for your energy as you use it. We can set your meter to recover any debt over several weeks or months, taking into account how much you can afford. You pay for your energy by charging a key or card that you insert into the meter.