

3 February 2015

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



Your energy statement

21 November 2014 to 3 February 2015

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 is

£160.00

Your payment amount is unchanged?

Having looked at your account, your tariff and how much energy you're using it looks like you are paying the right amount so we have kept your payments the same.. [See section 4 and 5 for full details.](#)

Latest meter reading

Electricity - Day (Your reading) -	9588
Electricity - Night (Your reading) -	3093
Gas (Your reading) -	1684

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 or call us on the number above and have your meter readings available.

Your personal projection for the next 12 months

Electricity
£666.89

Gas
£1,218.53

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

Our cheapest similar tariffs

Save an estimated
£44.69
a year

Electricity

Save an estimated
£4.48
a year

Gas

Standard SC DD - Electricity
Standard SC DD - Gas

Our cheapest overall tariffs

Save an estimated
£171.08
a year

Electricity

Save an estimated
£357.30
a year

Gas

Price Fix May 2016 Elec DD - Electricity
Price Fix May 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

2,974 kWh - Day
767 kWh - Night

Your estimated usage over 12 months

27,409 kWh

Need further information?

Call us

From a landline
0800 073 3000

From a mobile
0330 100 3000

Visit

npower.com/tcr

for details of your tariff and the calculation of the TCR

About your Tariff Comparison Rate (TCR)

TCR: **4.63 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 	
Day - meter readings	
21 November 2014 - Your reading	8541
8 December 2014 - Your reading	8788
kWh used over 18 days	247
9 December 2014 - Your reading	8788
17 December 2014 - Your reading	8923
kWh used over 9 days	135
18 December 2014 - Your reading	8923
12 January 2015 - Your reading	9313
kWh used over 26 days	390
13 January 2015 - Your reading	9313
3 February 2015 - Your reading	9588
kWh used over 22 days	275
Day - total kWh used	1047
Night - meter readings	
21 November 2014 - Your reading	2948
8 December 2014 - Your reading	2991
kWh used over 18 days	43
9 December 2014 - Your reading	2991
17 December 2014 - Your reading	3008
kWh used over 9 days	17
18 December 2014 - Your reading	3008
12 January 2015 - Your reading	3052
kWh used over 26 days	44
13 January 2015 - Your reading	3052
3 February 2015 - Your reading	3093
kWh used over 22 days	41
Night - total kWh used	145
Total kWh used	1192
This cost	
Standard SC DD effective from 21 November 2014	
Day - 1047 kWh at 18.200p per kWh	£190.55
Night - 145 kWh at 6.370p per kWh	£9.24
Standing charge of 12.330p a day for 75 days	£9.25
VAT @ 5.00%	£10.45
Total cost of electricity used	£219.49

Gas 	
Meter readings	
21 November 2014 - Your reading	1158
8 December 2014 - Your reading	1260
Units used over 18 days (Calorific value 39.0)	102
9 December 2014 - Your reading	1260
17 December 2014 - Your reading	1325
Units used over 9 days (Calorific value 39.0)	65
18 December 2014 - Your reading	1325
12 January 2015 - Your reading	1507
Units used over 26 days (Calorific value 39.0)	182
13 January 2015 - Your reading	1507
3 February 2015 - Your reading	1684
Units used over 22 days (Calorific value 39.0)	177
Total units (100s of cubic feet)	526
Converted to kWh	16491
This cost	
Standard SC DD effective from 21 November 2014	
16491 kWh at 4.284p per kWh	£706.47
Standing charge of 13.700p a day for 75 days	£10.28
VAT @ 5.00%	£35.84
Total cost of gas used	£752.59

Electricity and gas total £972.08

4 > What you've paid

Payments	
Since your last statement	
4 December 2014	£152.00

Payments

Since your last statement

2 January 2015	£160.00
2 February 2015	£160.00

Total	£472.00
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How your statement adds up

	Energy
Amount left to pay from your previous statement	£146.79
You've paid	£472.00
Total cost of energy used	£972.08
Total left to pay	£646.87

5 > 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
15.89 kWh	219.88 kWh
Last year's usage for this period:	
0 kWh	0 kWh

For more energy saving tips visit
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

$$\begin{matrix} 100\text{s of cubic} \\ \text{feet used} \\ \text{(see section 3)} \end{matrix} \times \begin{matrix} \text{Conversion} \\ \text{to m}^3 \\ \text{(2.83)} \end{matrix} \times \begin{matrix} \text{Calorific value} \\ \text{(see section 3)} \end{matrix} \times \begin{matrix} \text{Correction} \\ \text{factor} \\ \text{(1.02264)} \end{matrix} \div \begin{matrix} \text{kWh} \\ \text{conversion} \\ \text{factor (3.6)} \end{matrix} = \text{kWh}$$

6 > 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

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
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

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
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)

£ 646.87

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 000646873 74 X

Ways to pay

Call us on **0800 073 3000** or go online to 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



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.