

8 October 2014

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



Your monthly payment is

£152.00

Your amended energy statement

1 February 2012 to 5 October 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

Latest meter reading

Electricity - Day (Our estimate) -
Electricity - Night (Our estimate) -
Gas (Our estimate) -

8004
2855
1105

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
£493.40

Gas
£1,207.92

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
£20.89
a year

Electricity

Standard SC DD - Electricity

Our cheapest overall tariffs

Save an estimated
£68.01
a year

Save an estimated
£217.48
a year

Electricity

Gas

Price Fix February 2017 Elec DD - Electricity
Online Price Fix 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

2,062 kWh - Day
779 kWh - Night

Your estimated usage over 12 months

25,681 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: **4.89 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



Day - meter readings

1 February 2012 - Our estimate	2488
1 September 2012 - Your reading	3136
kWh used over 214 days	648
2 September 2012 - Your reading	3136
29 September 2012 - Your reading	3234
kWh used over 28 days	98
30 September 2012 - Your reading	3234
30 September 2012 - Our estimate	3239
kWh used over 1 days	5
1 October 2012 - Our estimate	3239
21 November 2012 - Your reading	3540
kWh used over 52 days	301
22 November 2012 - Your reading	3540
25 November 2012 - Our estimate	3586
kWh used over 4 days	46
26 November 2012 - Our estimate	3586
7 January 2013 - Your reading	4118
kWh used over 43 days	532
8 January 2013 - Your reading	4118
9 January 2013 - Our estimate	4138
kWh used over 2 days	20
10 January 2013 - Our estimate	4138
15 February 2013 - Your reading	4516
kWh used over 37 days	378
16 February 2013 - Your reading	4516
19 March 2013 - Your reading	4775
kWh used over 32 days	259
20 March 2013 - Your reading	4775
1 August 2013 - Your reading	5768
kWh used over 135 days	993
2 August 2013 - Your reading	5768
22 August 2013 - Your reading	5830
kWh used over 21 days	62
23 August 2013 - Your reading	5830
28 September 2013 - Our reading	5922
kWh used over 37 days	92
29 September 2013 - Our reading	5922
5 October 2013 - Your reading	5942
kWh used over 7 days	20
6 October 2013 - Your reading	5942
18 November 2013 - Your reading	6170
kWh used over 44 days	228
19 November 2013 - Your reading	6170
30 November 2013 - Our estimate	6254
kWh used over 12 days	84
1 December 2013 - Our estimate	6254
16 December 2013 - Your reading	6366
kWh used over 16 days	112
17 December 2013 - Your reading	6366
15 January 2014 - Your reading	6515
kWh used over 30 days	149
16 January 2014 - Your reading	6515
27 February 2014 - Our estimate	6761
kWh used over 43 days	246

28 February 2014 - Our estimate	6761
12 April 2014 - Your reading	6977
kWh used over 44 days	216
13 April 2014 - Your reading	6977
21 May 2014 - Your reading	7200
kWh used over 39 days	223
22 May 2014 - Your reading	7200
23 July 2014 - Our reading	7522
kWh used over 63 days	322
24 July 2014 - Our reading	7522
19 September 2014 - Our estimate	7893
kWh used over 58 days	371
20 September 2014 - Our estimate	7893
5 October 2014 - Your reading	8004
kWh used over 16 days	111
5 October 2014 - Your reading	8004
5 October 2014 - Our estimate	8004
kWh used over 1 days	0

Day - total kWh used	5516
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Night - meter readings

1 February 2012 - Our estimate	955
1 September 2012 - Your reading	1271
kWh used over 214 days	316
2 September 2012 - Your reading	1271
29 September 2012 - Your reading	1296
kWh used over 28 days	25
30 September 2012 - Your reading	1296
30 September 2012 - Our estimate	1297
kWh used over 1 days	1
1 October 2012 - Our estimate	1297
21 November 2012 - Your reading	1404
kWh used over 52 days	107
22 November 2012 - Your reading	1404
25 November 2012 - Our estimate	1421
kWh used over 4 days	17

26 November 2012 - Our estimate	1421
7 January 2013 - Your reading	1623
kWh used over 43 days	202
8 January 2013 - Your reading	1623
9 January 2013 - Our estimate	1628
kWh used over 2 days	5
10 January 2013 - Our estimate	1628
15 February 2013 - Your reading	1728
kWh used over 37 days	100
16 February 2013 - Your reading	1728
19 March 2013 - Your reading	1788
kWh used over 32 days	60
20 March 2013 - Your reading	1788
1 August 2013 - Your reading	2003
kWh used over 135 days	215
2 August 2013 - Your reading	2003
22 August 2013 - Your reading	2026
kWh used over 21 days	23
23 August 2013 - Your reading	2026
28 September 2013 - Your reading	2062
kWh used over 37 days	36
29 September 2013 - Your reading	2062
5 October 2013 - Your reading	2076
kWh used over 7 days	14
6 October 2013 - Your reading	2076
18 November 2013 - Your reading	2164
kWh used over 44 days	88
19 November 2013 - Your reading	2164
30 November 2013 - Our estimate	2190
kWh used over 12 days	26
1 December 2013 - Our estimate	2190
16 December 2013 - Your reading	2222
kWh used over 16 days	32
17 December 2013 - Your reading	2222
15 January 2014 - Your reading	2274
kWh used over 30 days	52
16 January 2014 - Your reading	2274
12 April 2014 - Your reading	2496
kWh used over 87 days	222
13 April 2014 - Your reading	2496
21 May 2014 - Your reading	2565
kWh used over 39 days	69
22 May 2014 - Your reading	2565
23 July 2014 - Our reading	2700
kWh used over 63 days	135
24 July 2014 - Our reading	2700
19 September 2014 - Our estimate	2816
kWh used over 58 days	116
20 September 2014 - Our estimate	2816
5 October 2014 - Your reading	2855
kWh used over 16 days	39
5 October 2014 - Your reading	2855
5 October 2014 - Our estimate	2855
kWh used over 1 days	0
Night - total kWh used	1900
Total kWh used	7416

Gas



Meter readings

1 February 2012 - Our estimate	231
31 August 2012 - Our estimate	247
Units used over 213 days	16
(Calorific value 39.0)	
1 September 2012 - Our estimate	247
1 September 2012 - Our estimate	247
Units used over 1 day	0
(Calorific value 39.0)	
2 September 2012 - Our estimate	247
30 September 2012 - Our estimate	248
Units used over 29 days	1
(Calorific value 39.0)	
1 October 2012 - Our estimate	248
19 November 2012 - Our estimate	254
Units used over 50 days	6
(Calorific value 39.0)	
20 November 2012 - Our estimate	254
9 January 2013 - Our estimate	262
Units used over 51 days	8
(Calorific value 39.0)	
10 January 2013 - Our estimate	262
30 June 2013 - Our estimate	285
Units used over 172 days	23
(Calorific value 39.0)	
1 July 2013 - Our estimate	285
1 August 2013 - Your reading	286
Units used over 32 days	1
(Calorific value 39.0)	
2 August 2013 - Your reading	286
22 August 2013 - Your reading	286
Units used over 21 days	0
(Calorific value 39.0)	
23 August 2013 - Your reading	286
28 September 2013 - Your reading	286
Units used over 37 days	0
(Calorific value 39.0)	
29 September 2013 - Your reading	286
5 October 2013 - Your reading	286
Units used over 7 days	0
(Calorific value 39.0)	
6 October 2013 - Your reading	286
18 November 2013 - Your reading	399
Units used over 44 days	113
(Calorific value 39.0)	
19 November 2013 - Your reading	399
16 December 2013 - Your reading	545
Units used over 28 days	146
(Calorific value 39.0)	
17 December 2013 - Your reading	545
15 January 2014 - Your reading	701
Units used over 30 days	156
(Calorific value 39.0)	
16 January 2014 - Your reading	701
31 January 2014 - Our estimate	791
Units used over 16 days	90
(Calorific value 39.0)	
1 February 2014 - Our estimate	791
27 February 2014 - Our estimate	932
Units used over 27 days	141
(Calorific value 39.0)	

28 February 2014 - Our estimate	932
12 April 2014 - Your reading	1090
Units used over 44 days	158
(Calorific value 39.0)	
13 April 2014 - Your reading	1090
19 August 2014 - Our reading	1105
Units used over 129 days	15
(Calorific value 39.0)	
20 August 2014 - Our reading	1105
5 October 2014 - Your reading	1105
Units used over 47 days	0
(Calorific value 39.0)	
5 October 2014 - Your reading	1105
5 October 2014 - Our estimate	1105
Units used over 1 day	0
(Calorific value 39.0)	
Total units (100s of cubic feet)	874
Converted to kWh	27402

Electricity



This cost

Standard effective from 01 February 2012

New tariff

Day - First 427 kWh at 26.610p per kWh	£113.62
Day - Next 221 kWh at 16.460p per kWh	£36.38
Night - 316 kWh at 4.700p per kWh	£14.85

New tariff

Day - 103 kWh at 15.640p per kWh	£16.11
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New tariff Standard SC DD effective from 02 September 2012

Night - 26 kWh at 4.470p per kWh	£1.16
Standing charge of 19.200p a day for 29 days	£5.57

New tariff Standard SC DD effective from 01 October 2012

Day - 347 kWh at 10.280p per kWh	£35.67
Night - 124 kWh at 5.730p per kWh	£7.11
Standing charge of 38.000p a day for 56 days	£21.28

New price effective from 26 November 2012

Day - 2668 kWh at 11.170p per kWh	£298.02
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New price effective from 26 November 2012

Night - 769 kWh at 6.230p per kWh	£47.91
Standing charge of 41.300p a day for 370 days	£152.81
Day - 507 kWh at 18.740p per kWh	£95.01

New price effective from 28 February 2014

Day - 1132 kWh at 18.200p per kWh	£206.02
Night - 626 kWh at 6.370p per kWh	£39.88
Standing charge of 23.290p a day for 293 days	£68.24

New tariff Standard SC DD effective from 20 September 2014

Day - 111 kWh at 18.200p per kWh	£20.20
Night - 39 kWh at 6.370p per kWh	£2.48
Standing charge of 12.330p a day for 16 days	£1.97

Discounts in this period

Direct Debit discount	£40.00
Dual Fuel discount	£20.00

VAT @ 5.00%	£56.21
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Total cost of electricity used	£1,180.50
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Gas



This cost

Standard effective from 01 February 2012

502 kWh at 7.882p per kWh	£39.57
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New tariff Bill Saver Nov 2013

New tariff Standard SC DD effective from 01 September 2012

0 kWh at 2.785p per kWh	£0.00
Standing charge of 58.900p a day for 1 day	£0.59

New tariff Standard

New tariff Standard SC DD effective from 02 September 2012

31 kWh at 7.882p per kWh	£2.44
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New tariff Standard SC DD effective from 01 October 2012

1160 kWh at 3.357p per kWh	£38.94
Standing charge of 21.600p a day for 273 days	£58.97

New price effective from 1 July 2013

15864 kWh at 3.659p per kWh	£580.46
Standing charge of 23.500p a day for 215 days	£50.53

New tariff Standard SC DD effective from 01 February 2014

4421 kWh at 4.429p per kWh	£195.81
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New price effective from 28 February 2014

5424 kWh at 4.284p per kWh	£232.36
Standing charge of 13.700p a day for 247 days	£33.84

Discounts in this period

Direct Debit discount	£26.99
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VAT @ 5.00%	£60.33
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Total cost of gas used	£1,266.85
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Electricity and gas total £2,447.35

P Electricity and Gas prices changed during the period of this bill

T Your gas and electricity tariffs were changed. We've split your usage over the different tariffs.

Avoid estimated bills

1 Call us or give us your up-to-date meter reading at **npower.com/meterread** or use our **smartphone app**

2 Get our free email or text meter read reminders.

npower.com/account

4 > What you've paid

Payments

Since your last statement

8 October 2014

£152.00

Total

£152.00

How your statement adds up

	Energy
Amount left to pay from your previous statement	£314.55
You've paid	£152.00
Total cost of energy used	£2,447.35
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£676.83
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£235.44
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£227.19
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£198.91
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£8.02
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£38.33
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£23.07
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£441.96
Cancelled bill on 3 September 2014 to be taken off amount left to pay	£308.66
Cancelled bill on 15 September 2014 to be taken off amount left to pay	£166.70
Accrued to date electricity Direct Debit discount credit to be taken off amount left to pay	£12.09
Accrued to date dual fuel discount credit to be taken off amount left to pay	£3.02
to be taken off amount left to pay	£155.23
Total left to pay	£114.45

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
8.45 kWh	35.16 kWh
Last year's usage for this period:	
4.50 kWh	2.36 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

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

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.

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