

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** 

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

From mobiles **0330 100 3000** 

## 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) -Electricity - Night (Your reading) -Gas (Your reading) - 9588 3093 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

Save an estimated £4.48 a year

Electricity

Gas

Standard SC DD - Electricity Standard SC DD - Gas

Our cheapest overall tariffs

Save an estimated £171.08 a year

Save an estimated £357.30 a year

Electricity

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

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	Early exit fee

None

27,409 kWh

you choose to leave npower before the agreed end date.

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

None

Your estimated usage over 12 months 2,974 kWh - Day

767 kWh - Night

TCR: 4.63 p per kWh

Your estimated usage over 12 months

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.

#### Need further information?

Call us

From a landline From a mobile 0800 073 3000 0330 100 3000

Visit

## npower.com/tcr

for details of your tariff and the calculation of the TCR

## 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 8 December 2014 - Your reading kWh used over 18 days	8541 8788 <b>247</b>
9 December 2014 - Your reading 17 December 2014 - Your reading kWh used over 9 days	8788 8923 <b>135</b>
18 December 2014 - Your reading 12 January 2015 - Your reading kWh used over 26 days	8923 9313 <b>390</b>
13 January 2015 - Your reading 3 February 2015 - Your reading kWh used over 22 days	9313 9588 <b>275</b>
Day - total kWh used	1047
Night - meter readings	
21 November 2014 - Your reading 8 December 2014 - Your reading kWh used over 18 days	2948 2991 <b>43</b>
9 December 2014 - Your reading 17 December 2014 - Your reading kWh used over 9 days	2991 3008 <b>17</b>
18 December 2014 - Your reading 12 January 2015 - Your reading kWh used over 26 days	3008 3052 <b>44</b>
13 January 2015 - Your reading 3 February 2015 - Your reading kWh used over 22 days	3052 3093 <b>41</b>
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 Standing charge of 12.330p a day for 75 days	£9.24 £9.25
VAT @ 5.00%	£10.45
Total cost of electricity used	£219.49

4 > What you've paid

Gas	6
Meter readings 21 November 2014 - Your reading 8 December 2014 - Your reading Units used over 18 days (Calorific value 39.0)	1158 1260 <b>102</b>
9 December 2014 - Your reading 17 December 2014 - Your reading <b>Units used over 9 days</b> (Calorific value 39.0)	1260 1325 <b>65</b>
18 December 2014 - Your reading 12 January 2015 - Your reading <b>Units used over 26 days</b> (Calorific value 39.0)	1325 1507 <b>182</b>
13 January 2015 - Your reading 3 February 2015 - Your reading Units used over 22 days (Calorific value 39.0)	1507 1684 <b>177</b>
Total units (100s of cubic feet) Converted to kWh	526 16491
This cost	2014
Standard SC DD effective from 21 Novemb 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

# 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

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

## 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/en ergy 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



We convert your gas consumption into kWh using the following formula

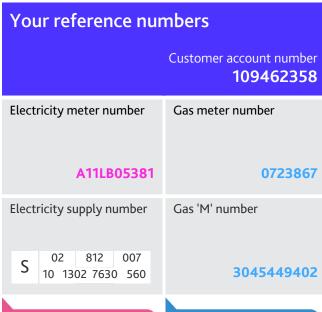
100s of cubic Conversion Calorific value feet used X to  $m^3$  X (see section 3) X(see section 3)

(2.83)

(1.02264)

kWh conversion factor (3.6)

= kWh



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



bank giro credit

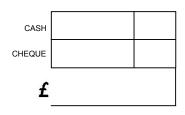
Amount due
(No fee payable at PO counter) **f** 646.87

CHEQUE ACCEPTABLE

Date

♣ NatWest

Collection Account npower



#### 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.



#### 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



#### 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.



#### 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.

