

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 From landlines 0800 073 3000

ndlines 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) -Electricity - Night (Your reading) -Gas (Your reading) - 8541 2948 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 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

Save an estimated £268.10 a year

Electricity

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
Standard SC DD

How you pay How you pay

Monthly Direct Debit Monthly Direct Debit

Tariff endsTariff endsNo end dateNo end date

Early exit fee
None

Rone

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 From a mobile 0800 073 3000 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 6 October 2014 - Our estimate 16 October 2014 - Your reading kWh used over 11 days 17 October 2014 - Your reading 20 November 2014 - Your reading kWh used over 35 days	8004 8145 <b>141</b> 8145 8541 <b>396</b>
Day - total kWh used	537
Night - meter readings 6 October 2014 - Our estimate 16 October 2014 - Your reading kWh used over 11 days 17 October 2014 - Your reading 20 November 2014 - Your reading kWh used over 35 days	2855 2890 <b>35</b> 2890 2948 <b>58</b>
Night - total kWh used  Total kWh used	93
Total KWII used	630
This cost  Standard SC DD effective from 06 October 20 Day - 537 kWh at 18.200p per kWh Night - 93 kWh at 6.370p per kWh Standing charge of 12.330p a day for 46 days	14 £97.73 £5.92 £5.67
VAT @ 5.00%	£5.47
Total cost of electricity used	£114.79

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

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 Total left to pay £146.79

# 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

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

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

# 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

### 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,

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

# or ask for help if you're



We convert your gas consumption into kWh using the following formula

100s of cubic Conversion Calorific value feet used X to m³ X (see section 3) X (see section 3)

(2.83)

(1.02264)

kWh conversion factor (3.6)

= kWh

# Your reference numbers

Customer account number 109462358

Electricity meter number Gas meter number

> A11LB05381 0723867

Electricity supply number Gas 'M' number

02 812 007 10 1302 7630 560 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

# > 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 Complaints** 

npower.com/complaints Or write to us 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

Type too small?

Ask us for a large type bill.

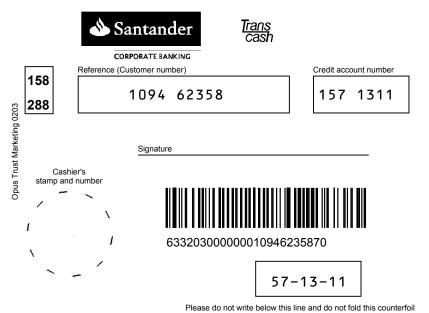
From mobiles

0330 100 8669

From landlines

0808 172 6999

Text phone 0800 413 016



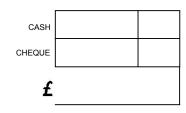


Amount due (No fee payable	at PO counter)
£	146.79
CHEQUE	ACCEPTABLE

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.

