



Joe Berman  
Consep House  
The Butts  
Betley  
Crewe  
CW3 9AS

Your Account Number: A-5AEB4752  
Bill Reference: 182721056 (10th Jan. 2024)

### Your estimated annual cost

**£1,102.23** a year for electricity

**£1,272.12** a year for gas

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual billings will vary depending on your usage and tariff selection. More information about your current tariff can be found overleaf.

### Could you pay less?

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

For your **electricity** (on meter point 1412343230007)

Good news, you're already on our cheapest tariff. We'll let you know if this changes.

For your **gas** (on meter point 2516889501)

You're on our cheapest gas tariff of its kind. You could **save £102.31 a year** by switching to Loyal Octopus 12M Fixed. It may involve changing how you pay, your meter setup or different terms to your current tariff. Contact our team to find out more.

### Emergency numbers

Smell gas? Call **0800 111 999**

Power cut? Call **105** to get help

**Your Electricity Distributor is: National Grid (0800 678 3105)**

# Your energy account

7th Dec. 2023 - 9th Jan. 2024

**On 7th Dec. 2023 your previous balance was** £405.05

## 1. We have charged you

Electricity (estimated)	7th Dec. 2023 - 31st Dec. 2023	- £99.18
Electricity	1st Jan. 2024 - 9th Jan. 2024	- £40.24
Gas (estimated)	7th Dec. 2023 - 31st Dec. 2023	- £139.35
Gas	1st Jan. 2024 - 9th Jan. 2024	- £56.61

## 2. We have credited you

Wheel of Fortune prize	9th Jan. 2024	+ £1.00
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## 3. You have paid

Direct Debit collection - 2nd Jan. 2024	+ £180.00
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**On 9th Jan. 2024 your new balance is** £250.67

### Octopus Energy Limited

**W** octopus.energy

**E** hello@octopus.energy

**P** 0808 164 1088

### Registered Office

UK House, 5th floor, 164-182 Oxford Street,  
London, W1D 1NN

Registered in England & Wales No. 09263424

VAT Number: 358672751

## Your Charges In Detail



Electricity

Supply number

S

1

801

1

1412343230007

Supply Address: Concep House, The Butts, Betley, Crewe, CW3 9AS  
Postcode area alpha identifier: P

Flexible Octopus (7th December 2023 - 31st December 2023)

Energy Charges for Meter D11W522624

7th Dec 2023	44212.0 Customer reading	
1st Jan 2024	44532.7 Estimated reading	
Energy Used	320.7 kWh @ 25.57p/kWh	£82.00
Standing Charge	25 days @ 49.83p/day	£12.46

**Subtotal** of charges before VAT £94.46

VAT @ 5.00% £4.72

**Total Electricity Charges** £99.18

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	25.57p/kWh
Standing Charge	49.83p/day (£181.88/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3240.4 kWh



Electricity

Supply number

S

1

801

1

1412343230007

Supply Address: Concep House, The Butts, Betley, Crewe, CW3 9AS  
Postcode area alpha identifier: P

Flexible Octopus (1st January 2024 - 9th January 2024)

Energy Charges for Meter D11W522624

1st Jan 2024	44532.7 Estimated reading	
10th Jan 2024	44659.0 Customer reading	
Energy Used	126.3 kWh @ 26.78p/kWh	£33.84
Standing Charge	9 days @ 49.82p/day	£4.48

**Subtotal** of charges before VAT £38.32

VAT @ 5.00% £1.92

**Total Electricity Charges** £40.24

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	26.78p/kWh
Standing Charge	49.82p/day (£181.84/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3240.4 kWh



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## Your Charges In Detail



Gas Meter Point Reference: 2516889501

Supply Address: Concep House, The Butts, Betley, Crewe, CW3 9AS

Flexible Octopus (7th December 2023 - 31st December 2023)

Energy Charges for Meter E6S01268371154

7th Dec. 2023	21202.0 Customer reading	
1st Jan. 2024	21376.9 Estimated reading	
Consumption	174.9 Units (m <sup>3</sup> )	
Energy Used*	1943.2 kWh @ 6.49p/kWh	£126.17
Standing Charge	25 days @ 26.16p/day	£6.54

**Subtotal** of charges before VAT £132.71

VAT @ 5.00% £6.64

**Total Gas Charges** **£139.35**



Gas Meter Point Reference: 2516889501

Supply Address: Concep House, The Butts, Betley, Crewe, CW3 9AS

Flexible Octopus (1st January 2024 - 9th January 2024)

Energy Charges for Meter E6S01268371154

1st Jan. 2024	21376.9 Estimated reading	
10th Jan. 2024	21443.0 Customer reading	
Consumption	66.1 Units (m <sup>3</sup> )	
Energy Used*	737.4 kWh @ 6.99p/kWh	£51.56
Standing Charge	9 days @ 26.16p/day	£2.35

**Subtotal** of charges before VAT £53.91

VAT @ 5.00% £2.70

**Total Gas Charges** **£56.61**



Total charges for bill £335.38

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Gas

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	6.49p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	15962 kWh

\* Your energy usage is calculated from your gas consumption using a standard industry formula:

$$\begin{aligned} & \text{Units Consumed (Cubic Metres)} \\ & \times \text{Volume Correction (for temperature \& pressure)} \\ & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\ & \div 3.6 \text{ (convert from joules)} \\ & \approx \text{Usage (in kWh)} \end{aligned}$$

For you:

$$174.9 \times 1.02264 \times 39.1^\dagger \div 3.6 = 1943.2$$

<sup>†</sup> Average calorific value shown to one decimal place



## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Gas

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	6.99p/kWh
Standing Charge	26.16p/day (£95.48/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	15962 kWh

\* Your energy usage is calculated from your gas consumption using a standard industry formula:

$$\begin{aligned} & \text{Units Consumed (Cubic Metres)} \\ & \times \text{Volume Correction (for temperature \& pressure)} \\ & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\ & \div 3.6 \text{ (convert from joules)} \\ & \approx \text{Usage (in kWh)} \end{aligned}$$

For you:

$$66.1 \times 1.02264 \times 39.3^\dagger \div 3.6 = 737.4$$

<sup>†</sup> Average calorific value shown to one decimal place



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## Contacting us

Contact us by email and get a response within hours. Of course, if you need to you can also get a hold of us on the phone, or even by post.

**Email:** [hello@octopus.energy](mailto:hello@octopus.energy)

**Phone:** 0808 164 1088

**Trading office:** UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN

Please don't hesitate to contact us if you've any questions, comments, or complaints.

## How much did you use?

Your average electricity usage during this bill period was 13.15 kWh/day.

Your average gas usage during this bill period was 78.84 kWh/day.

Please visit our website for advice on how to save energy in your home.

Your Account Number: A-5AEB4752  
Bill Reference: 182721056 (9th Jan. 2024)

## Advice and complaints

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

Go to: [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy) or call their consumer service on 0808 223 1133 Mon to Fri, 9am-5pm

Or, if you live in Scotland, you can contact Advice Direct Scotland for independent help.

Go to: [advice.scot/contact-us](https://advice.scot/contact-us), or call their customer service on 0808 800 9060 Monday to Friday, 9am to 5pm.

If you feel that our service has not met your expectations, please get in touch so we can put things right:

**First:** Contact our team.

**Then:** If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader as appropriate.

**Finally:** If you're still not happy with our decision, you can contact our Operations Manager for an independent review, and you will receive a reply within 5 working days.

If you have followed the above steps, but your complaint remains unresolved after 8 weeks you can contact the Energy Ombudsman on 0330 440 1624 or at [www.energyombudsman.org](https://www.energyombudsman.org). This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

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