



Mr Oleksii Chepur  
81 Hooper Avenue  
-  
COLCHESTER  
CO2 9FE

Your Account Number: A-27A21972  
Bill Reference: 312052477 (31st May 2025)

### Your estimated annual cost

**£590.08** a year for electricity

**£358.43** 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 2700000904222)  
Good news, you're already on our cheapest tariff. We'll let you know if this changes. You may save a few pounds by switching to Smart Pay-As-You-Go. Contact our team to see if this would suit your circumstances.

For your **gas** (on meter point 7545475303)  
Good news, you're already on our cheapest tariff. We'll let you know if this changes. You may save a few pounds by switching to Smart Pay-As-You-Go. Contact our team to see if this would suit your circumstances.

### Emergency numbers

Smell gas? Call **0800 111 999**

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

**Your Electricity Distributor is: UK Power Networks - London Power Networks (105)**

# Your energy account

1st May 2025 - 30th May 2025

**On 1st May 2025 your previous balance was** £5.39

## 1. We have charged you

Based on your meter readings. VAT included.

Electricity	30th April 2025 - 30th May 2025	- £47.18
Gas	30th April 2025 - 30th May 2025	- £12.96

**On 30th May 2025 your new balance is** -£54.75

### 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	102
2700000904222					
Supply Address: 81 Hooper Avenue, Colchester, CO2 9FE					
Postcode area alpha identifier: G					
Octopus 12M Fixed (30th April 2025 - 30th May 2025)					
Energy Charges for Meter D12W711716					
30th Apr 2025	46586.0	Customer reading			
31st May 2025	46719.0	Customer reading			
Energy Used	133.0 kWh @ 22.95p/kWh			£30.53	
Standing Charge	31 days @ 46.46p/day			£14.40	
<b>Subtotal</b> of charges before VAT				£44.93	
VAT @ 5.00%				£2.25	
<b>Total Electricity Charges</b>				<b>£47.18</b>	

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Octopus 12M Fixed December 2024 v1
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	22.95p/kWh
Standing Charge	46.46p/day (£169.60/year)
Price Guaranteed Until	28 Dec. 2025
Early Exit Fee	None
Estimated Annual Usage	1709.5 kWh



Gas	Meter Point Reference:	7545475303
Supply Address: 81 Hooper Avenue, Colchester, CO2 9FE		
Octopus 12M Fixed (30th April 2025 - 30th May 2025)		
Energy Charges for Meter E6S04886811356		
30th April 2025	4223.0	Customer reading
31st May 2025	4229.0	Customer reading
Consumption	6.0	Units (m <sup>3</sup> )
Energy Used*	67.2 kWh @ 5.46p/kWh	£3.67
Standing Charge	31 days @ 27.98p/day	£8.67
<b>Subtotal</b> of charges before VAT		£12.34
VAT @ 5.00%		£0.62
<b>Total Gas Charges</b>		<b>£12.96</b>
<b>Total charges for bill</b>		<b>£60.14</b>

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Octopus 12M Fixed December 2024 v1
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	5.46p/kWh
Standing Charge	27.98p/day (£102.13/year)
Price Guaranteed Until	28 Dec. 2025
Early Exit Fee	None
Estimated Annual Usage*	4379 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:  
 $6.0 \times 1.02264 \times 39.4^\dagger \div 3.6 = 67.2$

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



## 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 4.29 kWh/day.

Your average gas usage during this bill period was 2.17 kWh/day.

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

## Our approach to green energy

For more information about the sources of our electricity, and our approach to renewable energy, visit **[octo.ps/fuel-mix](#)**

Your Account Number: A-27A21972  
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## 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 [energyadvice.scot](https://energyadvice.scot) for independent help.

Go to: [energyadvice.scot/email-us](https://energyadvice.scot/email-us), or call their customer service on 0808 196 8660 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.

## Your payment options

### Direct Debit

It's easy to set up a monthly Direct Debit to keep on top of your energy payments. Simply log on to your online account at [www.octopus.energy](https://www.octopus.energy) to set your Direct Debit up now.

### Bank transfer

Pay us directly from your bank account. Make sure to enter your account number (A-27A21972) as the payment reference. Our bank details - Account number: 44594118 & Sort Code: 40-05-30.

### Cheque

Write your account number (A-27A21972) on the back, make your cheque payable to "Octopus Energy Ltd", and post it to: Octopus Energy, UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN.

You can read our complaints policy on our website.

### Credit or Debit Card

Visit us online at [www.octopus.energy/payment](https://www.octopus.energy/payment) to make a payment by card. Alternatively you can pay by debit card at your local PayPoint with the barcode below.

### Cash

Simply take this barcode to your local PayPoint to pay by cash. It links to your account so whatever you pay will be transferred to your account.

