

## Could you pay less?

### Personal Projection

£453 per year for your electricity

£302 per year for your gas

This is an estimate based on your expected annual energy usage, and your current tariff rates, charges and discounts, including VAT. Actual billing will vary depending on your usage and tariff selection.

### Our Cheapest Similar Tariff

Electricity: good news - you're already on the cheapest similar tariff. We'll let you know if this changes.

Gas: good news - you're already on the cheapest similar tariff. We'll let you know if this changes.

### Our Cheapest Overall Tariff

Electricity: good news - you're already on the cheapest overall tariff. We'll let you know if this changes.

Gas: good news - you're already on the cheapest overall tariff. We'll let you know if this changes.

Changing your tariff may involve changing to materially different terms and conditions. The tariffs shown may be subject to eligibility criteria, limited availability and may only be available for a limited period of time.

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

More information about your current tariff can be found overleaf.

# Your Energy Statement

For the Period 17 Nov 2017 - 16 Dec 2017

Balance At Your Last Bill	£125.10
Payment received - 05 Dec 2017 - thank you	CR £44.34
<b>Balance Brought Forward</b>	<b>£80.76</b>
<b>New Charges Included In This Bill</b>	<b>£83.49</b>
<b>New Account Balance</b>	<b>£164.25</b>

As you are making regular fixed direct debit payments, this statement is for information only.

Your Account Number: 200002593

Bill Reference: 01133517 (19 Dec 2017)

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## Your Charges In Detail



### Electricity

Supply number

S	01	801	902
12	0004	2354	898

Supply Address: NEW HOUSE

Octopus Variable January 2016 v1 (17 Nov 2017 - 16 Dec 2017)

Energy Charges for Meter K82A 09706

17 Nov 2017	36020.0 Estimate	
17 Dec 2017	36354.2 Estimate	
Energy Used	334.2 kWh @ 10.64 p/kWh	£35.56
Standing Charge (30 days @ 20.00 p/day)		£6.00

**Total Electricity Charges £41.56**


### Gas

Meter Point Reference: 9320714809

Supply Address: NEW HOUSE, 65 BANNER STREET, LONDON, EC1Y 8QF

Octopus Variable January 2016 v1 (17 Nov 2017 - 16 Dec 2017)

Energy Charges for Meter E6S00119861656

17 Nov 2017	985 Estimate	
17 Dec 2017	1114 Estimate	
Consumption	129 m³	
Energy Used*	1432.8 kWh @ 2.23 p/kWh	£31.95
Standing Charge (30 days @ 20.00 p/day)		£6.00

**Total Gas Charges £37.95**
**Subtotal of charges before VAT £79.51**
**VAT @ 5% on £79.51 £3.98**

**Total Charges for this bill £83.49**

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Octopus Variable January 2016 v1  
 Product Type . . . . . Variable Rate  
 Payment Method . . . . . Monthly Direct Debit  
 Unit Rate . . . . . 10.64p/kWh  
 Standing Charge . 20.00p/day (£73.00/year)  
 Online Discount . . . . . £0.00/year per fuel  
 Early Exit Fee . . . . . £0.00 per fuel (inc VAT)  
 Estimated Annual Usage . . . . . 3367kWh

### Gas

Tariff Octopus Variable January 2016 v1  
 Product Type . . . . . Variable Rate  
 Payment Method . . . . . Monthly Direct Debit  
 Unit Rate . . . . . 2.23p/kWh  
 Standing Charge . 20.00p/day (£73.00/year)  
 Online Discount . . . . . £0.00/year per fuel  
 Early Exit Fee . . . . . £0.00 per fuel (inc VAT)  
 Estimated Annual Usage . . . . . 9628kWh

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

Units (Cubic Metres)

x Volume Correction (for temperature &amp; pressure)

x Calorific Value (energy in each m³ of gas)

÷ 3.6 (convert from joules)

= Usage (in kWh)

= For example:

129 x 1.02264 x 39.1 ÷ 3.6 = 1432.8

## Emergency numbers

Smell Gas? Call **0800 111 999** (24hrs)

Experiencing a power cut? Call **105** to get help

Your Electricity Distributor is: UK Power Networks  
 (0845 601 4516)



Your Account Number: 200002593  
 Bill Reference: 01133517 (19 Dec 2017)

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## Contacting us

Contact us by email or Facebook Messenger 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)

**Facebook:** [m.me/octopusenergy](https://m.me/octopusenergy)

**Phone:** 0330 808 1080

**Trading office:** 20-24 Broadwick Street, London, W1F 8HT

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

## Advice and Complaints

For free, impartial energy advice you can contact the Citizen's Advice Consumer Service (CACS) on 0845 404 0506 or on the web at [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy). Their *Energy Consumer Checklist* and *Know Your Rights* are available, or you can call us if you need a copy by post.

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

**First:** Contact our complaints 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 Ombudsman Service: Energy on 0330 0440 1624 or [www.os-energy.org](http://www.os-energy.org). This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

## Tariff Comparison Rate (TCR)

Your TCR can help you compare prices between different tariffs and suppliers. TCRs are not based on your actual usage, but on Ofgem annual averages (13500kWh for gas and 3200kWh for electricity) and should therefore be used as a guide only.

TCR (Electricity) . . . . . 13.64p/kWh  
 TCR (Gas) . . . . . 2.95p/kWh

Please contact us for more information about TCRs and how we calculate them.

## How much did you use?

Your average electricity usage during this bill period was 11kWh/day, compared with 9kWh/day in the same period last year.

Your average gas usage during this bill period was 48kWh/day, compared with 25kWh/day in the same period last year.

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