



Mohammed Makyanie  
31 Charter Avenue  
Coventry  
West Midlands  
CV4 8EJ

Your account number  
222880361

Please pay

**£408.31**

to reach us by 02 January 2020

## Your energy bill

For 05 October 2019 to 17 December 2019

### Latest meter readings

Gas	17 December 2019	Our reading	4637
Electricity	17 December 2019	Our reading	16666

### Your account summary

	Credit	Debit
Balance from your last bill on 18 December 2019		£83.54
Cost of energy you've used		£324.77
<b>Your account balance</b>		<b>£408.31</b>

### Sign up for Direct Debit

Direct Debit allows you to spread the cost of your energy over a year. This means the seasonal changes in the energy you use do not affect the monthly amount you pay, making it easier to budget over the year. You will also receive a discount for paying by Direct Debit. The easiest way to change to Direct Debit is online at [npower.com/login](http://npower.com/login)

### Could you pay less?

It's easy to switch to the best tariff online. Just go to [npower.com/cheapesttariff](http://npower.com/cheapesttariff) to find out how.

Remember - it might be worth thinking about switching your tariff or supplier. Below are the cheapest tariffs we have available for you today and you can find details of your current tariff in "Your energy charges and tariff information" section. Your personal projection is calculated based on your estimated usage for the next 12 months and your tariff prices. VAT and any announced price changes are included, Warm Home Discounts are excluded. If your tariff has an end date, then our standard prices are used after that.


Personal Projection	The cheapest option similar to your current tariff	The cheapest option from all of our tariffs
Estimated gas cost <b>£592.62</b>	<b>You could save £40.95 a year on</b> Standard SC Gas DD	<b>You could save £91.92 a year on</b> Price Fix Feb 2021 Gas DD
Estimated electricity cost <b>£698.39</b>	<b>You could save £46.46 a year on</b> Standard SC Electricity DD	<b>You could save £73.48 a year on</b> Price Fix Feb 2021 Elec DD

npower is now part of the E.ON group of companies. E.ON provide energy solutions in the UK and may be able to provide a cheaper energy tariff for you. You can check out if they have cheaper tariffs available by visiting [eonenergy.com/compare](http://eonenergy.com/compare) or calling **0333 202 4729**. Exit fees may apply. 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. You may be able to save money by switching to Direct Debit. Please note your standard tariff price is not fixed and may be increased in the future. Compare tariffs and access your personal energy information and usage, by scanning this QR code with your smartphone.




# Your energy charges and tariff information

Here's how we've calculated your energy charges, showing the meter readings we've used, the prices per unit of energy and the tariff that you're on. You can use this information to compare prices against other tariffs available. If you'd like to see more of your meter readings, visit [npower.com](https://npower.com) to activate or login to your online account.

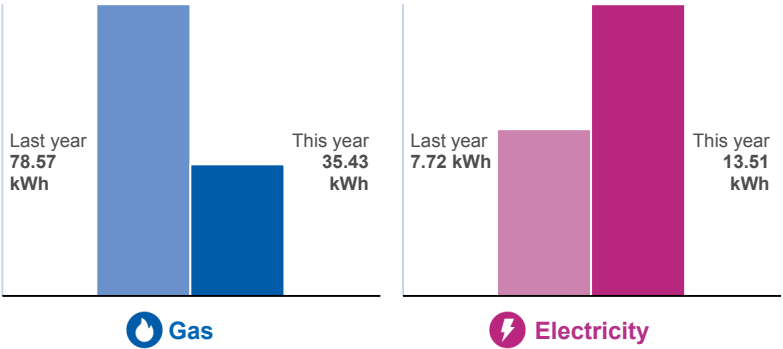
 Gas			
		You used	This cost
Standard SC Gas ROB			
4554 <i>Our estimate</i> 05 October 2019	4637 <i>Our reading</i> 17 December 2019	2622 kWh at 3.578p <i>83 100s of cubic feet</i>	<b>£93.82</b>
Standing charge		74 days at 29.810p	<b>£22.06</b>
VAT @ 5.00%			<b>£5.79</b>
Gas charges			<b>£121.67</b>

About your tariff	
Tariff name	Standard SC Gas ROB
Payment method	Every 3 months
Tariff end date	No end date
Early exit fee	None
Annual usage	Estimated 12733 kWh

 Electricity			
		You used	This cost
Standard SC Electricity ROB			
15666 <i>Our estimate</i> 05 October 2019	16666 <i>Our reading</i> 17 December 2019	1000 kWh at 17.487p	<b>£174.87</b>
Standing charge		74 days at 25.084p	<b>£18.56</b>
VAT @ 5.00%			<b>£9.67</b>
Electricity charges			<b>£203.10</b>
Total energy charges			<b>£324.77</b>

About your tariff	
Tariff name	Standard SC Electricity ROB
Payment method	Every 3 months
Tariff end date	No end date
Early exit fee	None
Annual usage	Estimated 3280 kWh

## Your average daily use



## Energy saving

Here's how your daily energy use covered by this bill compares to your use last year. For information on reducing your energy use, visit [npower.com/energysaving](https://npower.com/energysaving)

## Useful information

If you'd like a bill in large print, Braille or audio CD, call 0800 073 3000 or for textphone, call 0800 413 016

### General enquiries and advice

We're happy to help if you've got any questions about this bill or your account.

If you require help with communication, access or safety needs relating to your energy account, join our Priority Services Register. It's free. You can find out more at [npower.com/priorityservices](http://npower.com/priorityservices)

Talk to our live chat team at:  
[npower.com/contactus](http://npower.com/contactus)  
Mon-Fri 9am-6pm

0800 073 3000  
Mon-Fri 8am-8pm, Sat 8am-6pm

Write to us at:  
npower, PO Box 177,  
Houghton-le-Spring, DH4 9AQ

### Moving home

It's easy to take us with you, just contact us within the 28 days before your move. You can find out more at [npower.com/moving](http://npower.com/moving)

Talk to our live chat team at:  
[npower.com/contactus](http://npower.com/contactus)  
Mon-Fri 9am-6pm

0800 316 8558  
Mon-Fri 8am-8pm, Sat 8am-6pm

### Complaints

If there's anything you're unhappy with, our Complaints Team could put things right. You can download a copy of the 'Putting Things Right' leaflet from our website, or ask us to send you a copy in the post.

[npower.com/complaints](http://npower.com/complaints)

0800 316 9328  
Mon-Fri 8am-8pm, Sat 8am-6pm

Write to us at:  
npower Complaints, PO Box 177,  
Houghton-le-Spring, DH4 9AQ

### Citizens Advice

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.

[citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy)  
03454 04 05 06

[npower.com/knowyourrights](http://npower.com/knowyourrights)

### Ombudsman

If we've sent you our 'final position' letter or we haven't been able to resolve your complaint within eight weeks, you can take your complaint to Ombudsman Services: Energy - there to help resolve disputes between energy suppliers and their customers.

It's quickest and easiest to find information and register your complaint online at:  
[ombudsman-services.org/energy](http://ombudsman-services.org/energy)  
0330 440 1624

**Your account number 222880361**

### Smell gas?

Call the National Grid immediately on  
**0800 111 999**

### Lost gas?

Call **0845 835 1111**

### Lost power?

Call **105**

### Your distributor is

Western Power Distribution,  
Information Centre, Avonbank, Feeder  
Road, Bristol, BS2 0TB

### Your meter details

Gas meter number

**0355819**

Gas 'M' number

**2431770107**

Electricity meter number

**S72FM07461**

Electricity supply number

<b>S</b>	<b>01</b>	<b>801</b>	<b>001</b>
	<b>11</b>	<b>0002</b>	<b>3006 122</b>

We charge for energy in kilowatt hours (kWh). A kWh is 1 kilowatt of energy used in 1 hour. Your gas consumption is converted into kWh using the following formula:

100s of cubic feet used  $\times$  Conversion to m<sup>3</sup> (2.83)  $\times$  Calorific value (39.3)  $\times$  Correction factor (1.02264)  $\div$  kWh conversion factor (3.6) = kWh



CORPORATE BANKING



**bank giro credit**



158  
288

2228 80361

Reference (customer account number)

157 1311

Credit account number

Amount due

(no fee payable at P.O. counter)

£ 408.31

Cheque acceptable at a Post Office



633203000000022288036160

Collection account npower

Cash

Cheque

£

Cashier's Stamp  
and Number

Your signature  
Date

/ /

57-13-11

Please do not write or mark below this line or fold this counterfoil

2228803617 V7241571311 000408310 74 X

**Phone calls:** We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 or 0808 number should be free from all mobiles and generally free from all landlines. The cost of calls to other companies or organisations may vary, please check with them and your provider for exact charges. 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.

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## Ways to pay



### Direct Debit

The easiest way to pay.  
Visit [npower.com/directdebit](https://npower.com/directdebit) to sign up. We'll collect your payments for you so you'll never miss one.



### Card

Pay securely online by visiting [npower.com/payment](https://npower.com/payment) or call us on **0800 073 3000** with your debit or credit card details and your account number.



### Pay by cash

Take this payment slip along with your cash to any bank, Post Office or any bank Payzone/PayPoint agent.



### App

Pay quickly through your smartphone or tablet by downloading our app at [npower.com/app](https://npower.com/app)



### Internet banking

Use your online banking service to pay us directly. You'll need to quote our sort code 62-30-09, our account number 00000000 and your account number.



### Pay 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.