

Luisa Migheli
44 Vista House
Dickens Yard
Longfield Avenue
London
W5 2BT

Your Account Number: A-CCD0DB11
Bill Reference: 247783321 (2nd Oct. 2024)

Your energy account

4th Sept. 2024 - 1st Oct. 2024

On 4th Sept. 2024 your previous balance was £12.22

1. We have charged you

Based on your meter readings. VAT included.

Electricity	1st Aug. 2024 - 9th Aug. 2024	- £10.73
-------------	-------------------------------	----------

2. We have credited you

Free Electricity Reward	9th Sept. 2024	+ £0.02
Free Electricity Reward	24th Sept. 2024	+ £0.02

On 1st Oct. 2024 your new balance is £1.53

You opt to pay your balance in full each month.

No payment is currently due.

Your estimated annual cost

£725.49 a year for electricity

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 2000056792927) You're on our cheapest electricity tariff of its kind. You could **save £62.65 a year** by switching to Octopus 12M Fixed. You may need to change how you pay or your meter setup, but contact our team if you'd like to switch.

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: SSE Power Distribution (0800 300999)

Your Charges In Detail

Electricity

Supply number

S

1

801

100

2000056792927

Supply Address: 44 Vista House, Dickens Yard, Longfield Avenue,
London, W5 2BT

Postcode area alpha identifier: G

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

Energy Charges for Meter 216684812

1st Aug 2024

11084.3 Data collector reading

10th Aug 2024

11107.5 Data collector reading

Energy Used

23.2 kWh @ 21.42p/kWh

£4.97

Standing Charge

9 days @ 58.35p/day

£5.25

Subtotal of charges before VAT

£10.22

VAT @ 5.00%

£0.51

Total Electricity Charges

£10.73

Total charges for bill

£10.73

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	21.42p/kWh
Standing Charge	58.35p/day (£212.98/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2024.5 kWh





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

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 2.58 kWh/day.

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

Your Account Number: A-CCD0DB11
Bill Reference: 247783321 (1st Oct. 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 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 for independent help.

Go to: [energyadvice.scot/email-us](mailto: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. This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

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