

Linda Taylor
36 Gibbs Field
Bishop'S Stortford
Hertfordshire
CM23 4EY

Your Account Number: A-4085B0FA
Bill Reference: 235484629 (17th Aug. 2024)

Your estimated annual cost

£735.15 a year for electricity

£701.47 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 1012755325511)

You're already on our cheapest electricity tariff for your usage, but you could **save an extra £36.81 a year** by paying with Direct Debit. You can set one up easily in your online account.

For your **gas** (on meter point 3001301504)

You're already on our cheapest gas tariff for your usage, but you could **save an extra £37.86 a year** by paying with Direct Debit. You can set one up easily in your online account.

Emergency numbers

Smell gas? Call **0800 111 999**

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

Your Electricity Distributor is: UK Power Networks (0800 316 3105)

Your energy account

17th July 2024 - 16th Aug. 2024

On 17th July 2024 your previous balance was -£27.36

1. We have charged you

Based on your meter readings. VAT included.

Electricity	16th July 2024 - 15th Aug. 2024	- £17.89
Gas	16th July 2024 - 15th Aug. 2024	- £10.63

2. You have paid

Credit card collection - 22nd July 2024 + £27.62

On 16th Aug. 2024 your new balance is -£28.26

As you have no Direct Debit in place, your balance is due for payment in 14 days. There are 5 ways you can pay, as detailed in this bill.

Your Charges In Detail



Electricity	Supply number	S	1	801	1
1012755325511					
Supply Address: 36 Gibbs Field, Bishop'S Stortford, Hertfordshire, CM23 4EY					
Postcode area alpha identifier: B					
Flexible Octopus (16th July 2024 - 15th August 2024)					
Energy Charges for Meter 19L3606225					
16th Jul 2024	12369.6 Smart meter reading				
16th Aug 2024	12375.3 Smart meter reading				
Energy Used	5.7 kWh @ 22.69p/kWh	£1.30			
Standing Charge	31 days @ 50.79p/day	£15.74			
Subtotal of charges before VAT					£17.04
VAT @ 5.00%					£0.85
Total Electricity Charges					£17.89

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Non-Direct Debit
Unit Rate	22.69p/kWh
Standing Charge	50.79p/day (£185.38/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2268.7 kWh



Gas	Meter Point Reference:	3001301504
Supply Address: 36 Gibbs Field, Bishop'S Stortford, Hertfordshire, CM23 4EY		
Flexible Octopus (16th July 2024 - 15th August 2024)		
Energy Charges for Meter E6S14725831961		
16th July 2024	4847.4 Smart meter reading	
16th Aug. 2024	4847.5 Smart meter reading	
Consumption	0.1 Units (m ³)	
Energy Used*	0.8 kWh @ 5.32p/kWh	£0.04
Standing Charge	31 days @ 32.53p/day	£10.08
Subtotal of charges before VAT		£10.12
VAT @ 5.00%		£0.51
Total Gas Charges		£10.63
Total charges for bill		£28.52

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Non-Direct Debit
Unit Rate	5.32p/kWh
Standing Charge	32.53p/day (£118.73/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	10329 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:
 $0.1 \times 1.02264 \times 39.1^{\dagger} \div 3.6 = 0.8$

[†] 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

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 0.18 kWh/day.

Your average gas usage during this bill period was 0.03 kWh/day.

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

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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 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.

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 to set your Direct Debit up now.

Bank transfer

Pay us directly from your bank account. Make sure to enter your account number (A-4085B0FA) as the payment reference. Our bank details - Account number: 44594118 & Sort Code: 40-05-30.

Cheque

Write your account number (A-4085B0FA) 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 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.

