



Helen Nickols
FLAT 189
WRENS PARK HOUSE
WARWICK GROVE
LONDON
E5 9LR

Your Account Number: A-OE8B1F72
Bill Reference: 309570193 (25th April 2025)

Your estimated annual cost

£1,013.58 a year for electricity

£647.83 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 1200031789355)

You're on our cheapest electricity tariff of its kind. You could **save £122.83 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.

For your **gas** (on meter point 3224034302)

You're on our cheapest gas tariff of its kind. You could **save £56.82 a year** by switching to Octopus 12M Fixed. It may involve changing how you pay, your meter setup or different terms to your current tariff.

Contact our team to find out more.

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

23rd April 2025 - 24th April 2025

On 23rd April 2025 your previous balance was -£101.05

1. We have charged you

Electricity (estimated) 22nd March 2025 - 31st March 2025	- £24.40
Electricity 1st April 2025 - 21st April 2025	- £51.14

On 24th April 2025 your new balance is -£176.59

Octopus Energy Operations 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. 14415312

VAT Number: 358672751

Your Charges In Detail



Electricity

Supply number

S	1	801	902
	1200031789355		

Supply Address: Flat 189, Wrens Park House, Warwick Grove,
London, E5 9LR
Postcode area alpha identifier: E

Flexible Octopus (22nd March 2025 - 31st March 2025)

Energy Charges for Meter Z09SP29341

22nd Mar 2025	39635.0 Customer reading	
1st Apr 2025	39713.5 Estimated reading	
Energy Used	78.5 kWh @ 24.82p/kWh	£19.47
Standing Charge	10 days @ 37.65p/day	£3.77

Subtotal of charges before VAT	£23.24
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VAT @ 5.00%	£1.16
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Total Electricity Charges	£24.40
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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	24.82p/kWh
Standing Charge	37.65p/day (£137.43/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3209.9 kWh





Electricity

Supply number

S	1	801	902
	1200031789355		

Supply Address: Flat 189, Wrens Park House, Warwick Grove,
London, E5 9LR
Postcode area alpha identifier: E

Flexible Octopus (1st April 2025 - 21st April 2025)

Energy Charges for Meter Z09SP29341

1st Apr 2025	39713.5 Estimated reading	
22nd Apr 2025	39871.0 Customer reading	
Energy Used	157.6 kWh @ 25.22p/kWh	£39.73
Standing Charge	21 days @ 42.69p/day	£8.97

Subtotal of charges before VAT

£48.70

VAT @ 5.00%

£2.44

Total Electricity Charges

£51.14

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	25.22p/kWh
Standing Charge	42.69p/day (£155.83/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3209.9 kWh



	Total charges for bill	£75.54
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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 7.61 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-OE8B1F72

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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, 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.