



Lewis Kang'ethe Ngugi  
Flat 5  
Coronation House  
Gogmore Lane  
Chertsey  
Surrey  
KT16 9FQ

Your Account Number: A-9F8AC8B3  
Bill Reference: 349211664 (9th Sept. 2025)

### Your estimated annual cost

**£458.69** 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 1900091495833)  
Good news, you're already on our cheapest tariff. We'll let you know if this changes. 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

7th Sept. 2025 - 8th Sept. 2025

**On 7th Sept. 2025 your previous balance was** -£42.74

## 1. We have charged you

Based on your meter readings. VAT included.

Electricity	7th Sept. 2025 - 8th Sept. 2025	- £2.90
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**On 8th Sept. 2025 your new balance is** -£45.64

### 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

Your Charges In Detail

	Electricity	Supply number	S	3	873	201
			1900091495833			

Supply Address: Flat 5, Coronation House, Gogmore Lane, Chertsey, Surrey, KT16 9FQ  
Postcode area alpha identifier: B

Octopus 12M Fixed (7th September 2025 - 8th September 2025)		
Energy Charges for Meter E17UP00823		
7th Sep 2025	14128.0 Customer reading	
8th Sep 2025	14134.0 Customer reading	
9th Sep 2025	14136.0 Customer reading	
Energy Used	8.0 kWh @ 23.96p/kWh	£1.92
Standing Charge	2 days @ 42.21p/day	£0.84
Subtotal of charges before VAT		£2.76
VAT @ 5.00%		£0.14
Total Electricity Charges		£2.90
 Total charges for bill		£2.90

About Your Tariff  
Prices do not include VAT unless otherwise noted.

Electricity	
Tariff Name	Octopus 12M Fixed August 2025 v3
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	23.96p/kWh
Standing Charge	42.21p/day (£154.08/year)
Price Guaranteed Until	8 Aug. 2026
Early Exit Fee	None
Estimated Annual Usage	1180.1 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](mailto: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 4.00 kWh/day.

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

## Our approach to green energy

Our fuel mix (between April 1 2023 and March 31 2024)

	Octopus Energy	UK electricity overall
Carbon emissions	0 g/kWh	171 g/kWh
Renewables	84.8%	43.2%
Nuclear	15.2%	12.7%
Gas	0%	35%
Coal	0%	6.3%
Other	0%	2.8%

For more information about the sources of our electricity, and our approach to renewable energy, visit **[octo.ps/fuel-mix](#)**

Your Account Number: A-9F8AC8B3  
Bill Reference: 349211664 (8th Sept. 2025)

## 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](https://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](https://energyadvice.scot) for independent help.

Go to: [energyadvice.scot/email-us](https://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. If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader.

**Then:** If you're still not happy you can ask for an independent review by an Operations Manager and we'll reply within 5 working days.

**Finally:** If you followed these steps but your complaint remains unresolved after 8 weeks you can contact the Energy Ombudsman: [energyombudsman.org](https://energyombudsman.org) or call 0330 440 1624. This is a free independent service whose decision we must abide by.

You can read our complaints policy on our website.