

Philip Mather  
40  
Beckhampton Road  
Poole  
Dorset  
BH15 4PH

Your Account Number: A-E8D1A65C  
Bill Reference: 160449306 (2nd Sept. 2023)

# Your energy account

4th Aug. 2023 - 1st Sept. 2023

**On 4th Aug. 2023 your previous balance was** £416.18

## 1. We have charged you

Based on your meter readings.

VAT included.

Electricity	3rd Aug. 2023 - 31st Aug. 2023	- £22.45
Gas	3rd July 2023 - 31st Aug. 2023	- £45.38

## 2. You have paid

Direct Debit collection - 7th Aug. 2023 + £50.00

**On 1st Sept. 2023 your new balance is** £398.35

## Your estimated annual cost

**£1,103.29** a year for electricity

**£1,105.10** 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 2000022055429) You're on our cheapest electricity tariff of its kind. You could save £59.14 a year by switching to Loyal Octopus 12M Fixed, but it may involve changing how you pay, your meter setup or different terms to your current tariff. Contact our team to find out more.

For your **gas** (on meter point 3900187704) You're on our cheapest gas tariff of its kind. You could save £61.63 a year by switching to Loyal Octopus 12M Fixed, but it may involve changing how you pay, your meter setup or different terms to your current tariff. Contact our team to find out more.

## 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
2000022055429					

Supply Address: 40 Beckhampton Road, Poole, Dorset, BH15 4PH  
Postcode area alpha identifier: K

Flexible Octopus (3rd August 2023 - 31st August 2023)

### Energy Charges for Meter 18L0065767

3rd Aug 2023	13572.8 Smart meter reading	
1st Sep 2023	13601.0 Customer reading	
Energy Used	28.2 kWh @ 28.85p/kWh	£8.14
Standing Charge	29 days @ 45.67p/day	£13.24

**Subtotal** of charges before VAT £21.38

VAT @ 5.00% £1.07

**Total Electricity Charges £22.45**

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Name	Flexible Octopus November 2022 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	28.85p/kWh
Standing Charge	45.67p/day (£166.70/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3064.1 kWh



Gas Meter Point Reference: 3900187704

Supply Address: 40 Beckhampton Road, Poole, Dorset, BH15 4PH

Flexible Octopus (3rd July 2023 - 31st August 2023)

### Energy Charges for Meter E6S10477961860

3rd July 2023	9496.1 Smart meter reading	
1st Sept. 2023	9530.0 Customer reading	
Consumption	33.9 Units (m <sup>3</sup> )	
Energy Used*	379.9 kWh @ 7.25p/kWh	£27.52
Standing Charge	60 days @ 26.16p/day	£15.70

**Subtotal** of charges before VAT £43.22

VAT @ 5.00% £2.16

**Total Gas Charges £45.38**



**Total charges for bill £67.83**

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Gas

Tariff Name	Flexible Octopus November 2022 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	7.25p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	13209 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:

$$33.9 \times 1.02264 \times 39.4^{\dagger} \div 3.6 = 379.9$$

<sup>†</sup> Average calorific value shown to one decimal place



## 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



## 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 0.97 kWh/day.

Your average gas usage during this bill period was 6.33 kWh/day.

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

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Bill Reference: 160449306 (1st Sept. 2023)

## 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

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](https://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.

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