

Mr. Ronald McGuinness
GROUND FLOOR FLAT 2
66
LONGRIDGE ROAD
LONDON
SW5 9SQ

Your Account Number: A-4E2543B4
Bill Reference: 263827077 (6th Dec. 2024)

Your energy account

6th Nov. 2024 - 5th Dec. 2024

On 6th Nov. 2024 your previous balance was £494.58

1. We have charged you

Based on your meter readings. VAT included.

Electricity	5th Nov. 2024 - 4th Dec. 2024	- £54.13
Gas	5th Nov. 2024 - 4th Dec. 2024	- £85.98

2. You have paid

Direct Debit collection - 11th Nov. 2024 + £25.00

3. We have refunded you

12th Nov. 2024 - £328.00

On 5th Dec. 2024 your new balance is £51.47

Your estimated annual cost

£553.07 a year for electricity

£476.00 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 1200034589736)

You're on our cheapest electricity tariff of its kind. You could **save £30.71 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 3314447407)

You're on our cheapest gas tariff of its kind. You could **save £8.71 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 (105)

Your Charges In Detail



Electricity	Supply number	S	1	801	1
1200034589736					
Supply Address: Ground Floor Flat 2, 66 Longridge Road, London, SW5 9SQ					
Postcode area alpha identifier: Q					
Flexible Octopus (5th November 2024 - 4th December 2024)					
Energy Charges for Meter 19K0215470					
5th Nov 2024	5332.9 Smart meter reading				
5th Dec 2024	5497.4 Smart meter reading				
Energy Used	164.5 kWh @ 24.46p/kWh	£40.25			
Standing Charge	30 days @ 37.65p/day	£11.30			
Subtotal of charges before VAT					£51.55
VAT @ 5.00%					£2.58
Total Electricity Charges					£54.13

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	24.46p/kWh
Standing Charge	37.65p/day (£137.43/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	1591.5 kWh



Gas	Meter Point Reference:	3314447407
Supply Address: Ground Floor Flat 2, 66 Longridge Road, London, SW5 9SQ		
Flexible Octopus (5th November 2024 - 4th December 2024)		
Energy Charges for Meter G4K00268791920		
5th Nov. 2024	2167.5 Smart meter reading	
5th Dec. 2024	2277.4 Smart meter reading	
Consumption	109.9 Units (m³)	
Energy Used*	1220.5 kWh @ 6.01p/kWh	£73.33
Standing Charge	30 days @ 28.52p/day	£8.56
Subtotal of charges before VAT		£81.89
VAT @ 5.00%		£4.09
Total Gas Charges		£85.98
Total charges for bill		£140.11

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	6.01p/kWh
Standing Charge	28.52p/day (£104.10/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	5813 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:
 $109.9 \times 1.02264 \times 39.1^\dagger \div 3.6 = 1220.5$

[†] 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 5.48 kWh/day.

Your average gas usage during this bill period was 40.68 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, 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.