# octopusenergy

Jean-Charles Cotteverte 108 Bolshaw Road Heald Green Cheadle Cheshire SK8 3PD



# Your energy account

4th Jan. 2023 - 9th Jan. 2023

On 4th Jan. 2023 your previous balance was

£89.47

#### 1. We have charged you

Based on your meter readings.

VAT included.

Gas	18th Dec. 2022 - 31st Dec. 2022	- £130.94
Electricity	3rd Jan. 2023 - 8th Jan. 2023	- £47.51
Gas	1st Jan. 2023 - 8th Jan. 2023	- £68.02

#### 2. We have credited you

HM Government Discount 4th Jan. 2023 + £67.00 Energy Bills Support Scheme

On 9th Jan. 2023 your new balance is

-£90.00

HM Government introduced an Energy Price Guarantee which limits the price per unit of gas or electricity from October 2022 until April 2023. The Energy Price Guarantee has been applied to your bill automatically.

Your Account Number: A-84ECE3ED Bill Reference: 124517750 (10th Jan. 2023)

## Your estimated annual cost

£2073.43 a year for electricity

**£2412.98** 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 1610028353686)

#### Good to know.

You're already on our cheapest tariff for your **electricity** usage. We'll let you know if this changes.

For your gas (on meter point 1577463208)

#### Good to know.

You're already on our cheapest tariff for your **gas** usage. We'll let you know if this changes.

# **Emergency numbers**

Smell gas? Call **0800 111 999** (24hrs)

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

Your Electricity Distributor is: Electricity North West (0800 195 4141)



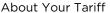
Electricity

801 S Supply number 1610028353686

Supply Address: 108 Bolshaw Road, Cheadle, Cheshire, SK8 3PD Postcode area alpha identifier: C

Flexible Avro (3rd January 2023 - 8th January 2023)

Total Electricity Charges		£47.51	
VAT @ 5.00%		£2.26	
Subtotal of charges before VAT		£45.25	
Standing Charge	6 days @ 39.63p/day	£2.38	
Energy Price Guarantee	135.1 kWh @ 31.84p/kWh	-£43.00	
Energy Used	135.1 kWh @ 63.58p/kWh	£85.87	
9th Jan 2023	1634.5 Smart meter reading		
3rd Jan 2023	1499.4 Smart meter reading		
Energy Charges for Meter 22L3893982			



Prices do not include VAT unless otherwise noted.

**Electricity** 

Tariff Name Flexible Avro October 2021 v1

**Product Type** Variable Payment Method Direct Debit Unit Rate 63.58p/kWh

Standing Charge 39.63p/day (£144.67/year)

Price Guaranteed Until Not applicable

Early Exit Fee None

Estimated Annual Usage 5765.3 kWh





Gas Meter Point Reference: 1577463208

Supply Address: 108 Bolshaw Road, Cheadle, Cheshire, SK8 3PD

Flexible Avro (18th December 2022 - 31st December 2022)

Energy Charges for Meter E6E06848642222

18th Dec. 2022 31.1 Smart meter reading

1st Jan. 2023 139.5 Smart meter reading

108.4 Units (m<sup>3</sup>) Consumption

Subtotal of charges before VAT

VAT @ 5.00%

Energy Used\* 1231.5 kWh @ 14.05p/kWh £173.04

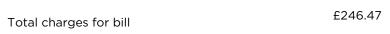
Energy Price Guarantee 1231.5 kWh @ 4.22p/kWh -£51.92

Standing Charge 14 days @ 25.56p/day £3.58

£124.70

£130.94

**Total Gas Charges** 



#### **About Your Tariff**

Prices do not include VAT unless otherwise noted.

#### Gas

Tariff Name Flexible Avro October 2021 v1

**Product Type** Variable Payment Method Direct Debit Unit Rate 14.05p/kWh 25.56p/day (£93.31/year) Standing Charge

Price Guaranteed Until Not applicable

Early Exit Fee None

**Estimated Annual** 22416 kWh Usage\*

\* Your energy usage is calculated from your gas consumption using a standard industry formula:

Units Consumed (Cubic Metres)

× Volume Correction (for temperature & pressure)

x Calorific Value (energy in each m<sup>3</sup> of gas)

÷ 3.6 (convert from joules)

≈ Usage (in kWh)

For you:

£6.24

 $108.4 \times 1.02264 \times 40.0^{\dagger} \div 3.6 = 1231.5$ 

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





Meter Point Reference: Gas

1577463208

Supply Address: 108 Bolshaw Road, Cheadle, Cheshire, SK8 3PD

Flexible Avro (1st January 2023 - 8th January 2023)

Energy Charges for Meter E6E06848642222

1st Jan. 2023 139.5 Smart meter reading

9th Jan. 2023 195.8 Smart meter reading

56.3 Units (m<sup>3</sup>) Consumption

Energy Used\* 637.8 kWh @ 16.26p/kWh £103.71

Energy Price Guarantee 637.8 kWh @ 6.42p/kWh -£40.98

Standing Charge 8 days @ 25.56p/day £2.05

Subtotal of charges before VAT £64.78

VAT @ 5.00% £3.24

£68.02 **Total Gas Charges** 

£246.47 Total charges for bill



Prices do not include VAT unless otherwise noted.

#### Gas

Tariff Name Flexible Avro October 2021 v1

**Product Type** Variable Payment Method Direct Debit Unit Rate 16.26p/kWh 25.56p/day (£93.31/year) Standing Charge

Price Guaranteed Until Not applicable

Early Exit Fee None

Estimated Annual

22416 kWh Usage\*

\* Your energy usage is calculated from your gas consumption using a standard industry formula:

Units Consumed (Cubic Metres)

× Volume Correction (for temperature & pressure) × Calorific Value (energy in each m<sup>3</sup> of gas)

÷ 3.6 (convert from joules)

≈ Usage (in kWh)

For you:

 $56.3 \times 1.02264 \times 39.9^{\dagger} \div 3.6 = 637.8$ 

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



**P** 0808 164 1088

# octopusenergy

# Your Avro repayment plan

4th Jan. 2023 - 9th Jan. 2023

#### You have paid

No debt repayments have been made in this period.

Remaining to pay

£44.48

Your Account Number: A-84ECE3ED Bill Reference: 124517750 (10th Jan. 2023)

# What is this?

When you transferred to Octopus from Avro Energy, we carried over the balance of your final Avro bill to allow you to pay it off in instalments. Here you can see any payments you made during the statement period, and any outstanding balance remaining to pay.



## **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 22.51 kWh/day.

Your average gas usage during this bill period was 84.97 kWh/day.

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

Your Account Number: A-84ECE3ED Bill Reference: 124517750 (9th Jan. 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 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 Ombudsman Service: Energy on 0330 440 1624 or

www.ombudsman-services.org/sectors/energy. 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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