

Tom Silcox
43 Wellington Park
Bristol
BS8 2UW



Your Account Number: A-5FBE222C
Bill Reference: 56069880 (26th Feb. 2021)

Your estimated annual cost

£763.66 a year for electricity

£756.19 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.

Your energy account

18th Dec. 2020 - 25th Feb. 2021

On 18th Dec. 2020 your previous balance was £111.20

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	7th Dec. 2020 - 24th Feb. 2021	- £233.34
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2. You have paid

Direct Debit collection - 11th Jan. 2021	+ £113.55
Direct Debit collection - 10th Feb. 2021	+ £113.55

On 25th Feb. 2021 your new balance is £104.96

Could you pay less?

Remember - it might be worth thinking about switching your tariff or supplier.

For your **electricity** (on meter point 2200016364241)

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 4182246906)

You could save **£7.93 a year** by switching to **Super Green Octopus**, our cheapest **green fixed** tariff for your **gas** usage.

Alternatively, you could save **£57.96 a year** by switching to **Flexible Octopus**, our cheapest variable tariff. As a variable tariff, it is subject to different terms to your current green fixed tariff.

To switch to either of these tariffs, just drop us an email to hello@octopus.energy and we'll sort it for you.

Your Charges In Detail



Electricity	Supply number	S	1	801	10
			2200016364241		

Supply Address: 43 Wellington Park, Bristol, BS8 2UW

Super Green Octopus (7th December 2020 - 24th February 2021)

Energy Charges for Meter L77D03998

7th Dec 2020	42061.0	Customer reading	
25th Feb 2021	43458.0	Customer reading	
Energy Used	1397.0 kWh @ 14.72p/kWh		£205.64
Standing Charge	80 days @ 20.74p/day		£16.59

Subtotal of charges before VAT £222.23

VAT @ 5.00% £11.11

Total Electricity Charges £233.34



Total charges for bill £233.34

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Super Green Octopus 12M Fixed February 2020 v1
Product Type	Green Fixed
Payment Method	Direct Debit
Unit Rate	14.72p/kWh
Standing Charge	20.74p/day (£75.70/year)
Price Guaranteed Until	29th July 2021
Early Exit Fee	None
Estimated Annual Usage	4426.6 kWh

Octopus Energy Limited

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P 0808 164 1088

Registered Office

33 Holborn, London, EC1N 2HT

Trading Address

2nd Floor, UK House, 164-182 Oxford Street,
London W1D 1NN

Registered in England & Wales No. 09263424

VAT Number: 358672751



Contacting us

Contact us by email or Facebook Messenger 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

Facebook: m.me/octopusenergy

Phone: 0808 164 1088

Trading office: 2nd Floor, UK House, 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 17.46 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

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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