

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



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.

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 Energy Bills Support Scheme | 4th Jan. 2023 | + £67.00 |
|--|---------------|----------|

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.

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)

Your Charges In Detail



| | | | | | |
|---------------|---------------|---|---|-----|-----|
| Electricity | Supply number | S | 1 | 801 | 511 |
| 1610028353686 | | | | | |

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

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

Energy Charges for Meter 22L3893982

| | | |
|------------------------|----------------------------|---------|
| 3rd Jan 2023 | 1499.4 Smart meter reading | |
| 9th Jan 2023 | 1634.5 Smart meter reading | |
| Energy Used | 135.1 kWh @ 63.58p/kWh | £85.87 |
| Energy Price Guarantee | 135.1 kWh @ 31.84p/kWh | -£43.00 |
| Standing Charge | 6 days @ 39.63p/day | £2.38 |

Subtotal of charges before VAT £45.25

VAT @ 5.00% £2.26

Total Electricity Charges £47.51

About Your Tariff

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 | |
| Consumption | 108.4 Units (m ³) | |
| 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 |

Subtotal of charges before VAT £124.70

VAT @ 5.00% £6.24

Total Gas Charges £130.94



Total charges for bill £246.47

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 |
| Standing Charge | 25.56p/day (£93.31/year) |
| Price Guaranteed Until | Not applicable |
| Early Exit Fee | None |
| Estimated Annual Usage* | 22416 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:

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

[†] Average calorific value shown to one decimal place



Octopus Energy Limited

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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



Gas Meter Point Reference: 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 | |
| Consumption | 56.3 Units (m ³) | |
| 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

Total Gas Charges **£68.02**



Total charges for bill £246.47

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 | 16.26p/kWh |
| Standing Charge | 25.56p/day (£93.31/year) |
| Price Guaranteed Until | Not applicable |
| Early Exit Fee | None |
| Estimated Annual Usage* | 22416 kWh |

* 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 m³ of gas)
÷ 3.6 (convert from joules)
≈ Usage (in kWh)

For you:

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

[†] Average calorific value shown to one decimal place



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Your Avro repayment plan

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.

4th Jan. 2023 - 9th Jan. 2023

You have paid

No debt repayments have been made in this period.

Remaining to pay

£44.48



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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