

Agnieszka Niewiadomska & Mirosław Sroka
145 Alnwick Road
London
SE12 9BX



Your Account Number: A-1B4C6E58
Bill Reference: 83301813 (3rd March 2022)

Your estimated annual cost

£579.31 a year for electricity

£832.86 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

2nd Jan. 2022 - 2nd March 2022

On 2nd Jan. 2022 your previous balance was -£335.77

1. We have charged you

Based on your meter readings.

VAT included.

Gas	21st Dec. 2021 - 1st March 2022	- £257.76
Electricity	21st Dec. 2021 - 1st March 2022	- £126.23

2. You have paid

Credit card collection - 4th Jan. 2022	+ £335.77
Direct Debit collection - 28th Jan. 2022	+ £120.33
Direct Debit collection - 28th Feb. 2022	+ £120.33

On 2nd March 2022 your new balance is -£143.33

Could you pay less?

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

For your **electricity** (on meter point 1200026689834)

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 556265010)

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: UK Power Networks (0800 316 3105)

Your Charges In Detail



Electricity	Supply number	S	1	801	1
1200026689834					

Supply Address: 145 Alnwick Road, London, SE12 9BX

Flexible Octopus (21st December 2021 - 1st March 2022)

Energy Charges for Meter I99A 02627

21st Dec 2021	83527.0	Customer reading	
2nd Mar 2022	84060.0	Customer reading	
Energy Used	533.0 kWh @ 19.60p/kWh		£104.47
Standing Charge	71 days @ 22.19p/day		£15.75

Subtotal of charges before VAT £120.22

VAT @ 5.00% £6.01

Total Electricity Charges £126.23

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus October 2021 v2
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	19.60p/kWh
Standing Charge	22.19p/day (£80.99/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2401.7 kWh



Gas Meter Point Reference: 556265010

Supply Address: 145 Alnwick Road, London, SE12 9BX

Flexible Octopus (21st December 2021 - 1st March 2022)

Energy Charges for Meter G4K90428430901

21st Dec. 2021	15239.0	Customer reading	
2nd March 2022	15765.0	Customer reading	
Consumption	526.0	Units (m ³)	
Energy Used*	5782.5 kWh @ 3.94p/kWh		£227.83
Standing Charge	71 days @ 24.87p/day		£17.66

Subtotal of charges before VAT £245.49

VAT @ 5.00% £12.27

Total Gas Charges £257.76



Total charges for bill £383.99

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Flexible Octopus October 2021 v2
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	3.94p/kWh
Standing Charge	24.87p/day (£90.78/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	17828 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:
 $526.0 \times 1.02264 \times 38.7^\dagger \div 3.6 = 5782.5$

[†] Average calorific value shown to one decimal place



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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

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 7.51 kWh/day.

Your average gas usage during this bill period was 81.44 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.