

Surj Bami  
43 Cae Tymawr  
Whitchurch  
Cardiff  
South Glamorgan  
CF14 2HB  
UNITED KINGDOM

Your Account Number: A-8B5356C0  
Bill Reference: 158967784 (31st July 2023)

# Your energy account

27th July 2023 - 30th July 2023

**On 27th July 2023 your previous balance was** £548.50

## 1. We have charged you

VAT included.

Electricity (estimated)	26th April 2023 - 30th June 2023	- £362.13
Gas (estimated)	26th April 2023 - 30th June 2023	- £119.42
Electricity	1st July 2023 - 29th July 2023	- £138.25
Gas	1st July 2023 - 29th July 2023	- £24.74

## 2. We have credited you

Reversed account charge	29th July 2023	+ £102.40
Reversed account charge	29th July 2023	+ £321.20
Reversed account charge	29th July 2023	+ £25.47
Reversed account charge	29th July 2023	+ £153.16

**On 30th July 2023 your new balance is** £506.19

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 estimated annual cost

**£1,832.79** a year for electricity

**£1,171.98** 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 2199993356652) You're on our cheapest electricity tariff of its kind. You could save £105.92 a year by switching to Loyal Octopus 12M Fixed, but it may involve changing how you pay, your meter setup or different terms to your current tariff. Contact our team to find out more.

For your **gas** (on meter point 2757033810) You're on our cheapest gas tariff of its kind. You could save £65.88 a year by switching to Loyal Octopus 12M Fixed, but it may involve changing how you pay, your meter setup or different terms to your current tariff. Contact our team to find out more.

## Emergency numbers

Smell gas? Call **0800 111 999**

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

**Your Electricity Distributor is: Western Power Distribution (0800 678 3105)**

## Your Charges In Detail



Electricity

Supply number

S	1	801	100
2199993356652			

Supply Address: 43, Cae Tymawr, Whitchurch, Cardiff, South Glamorgan, CF14 2HB

Postcode area alpha identifier: L

Flexible Octopus (26th April 2023 - 30th June 2023)

Energy Charges for Meter Z12N155171

26th Apr 2023	64125.0	Customer reading	
1st Jul 2023	65109.6	Estimated reading	
Energy Used	984.6 kWh @ 48.27p/kWh		£475.24
Energy Price Guarantee	984.6 kWh @ 16.57p/kWh		-£163.15
Standing Charge	66 days @ 49.70p/day		£32.80

**Subtotal** of charges before VAT £344.89

VAT @ 5.00% £17.24

**Total Electricity Charges** **£362.13**

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	48.27p/kWh
Standing Charge	49.70p/day (£181.40/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	5434.1 kWh



Electricity

Supply number

S	1	801	100
2199993356652			

Supply Address: 43, Cae Tymawr, Whitchurch, Cardiff, South Glamorgan, CF14 2HB

Postcode area alpha identifier: L

Flexible Octopus (1st July 2023 - 29th July 2023)

Energy Charges for Meter Z12N155171

1st Jul 2023	65109.6	Estimated reading	
30th Jul 2023	65517.0	Customer reading	
Energy Used	407.4 kWh @ 28.78p/kWh		£117.26
Standing Charge	29 days @ 49.70p/day		£14.41

**Subtotal** of charges before VAT £131.67

VAT @ 5.00% £6.58

**Total Electricity Charges** **£138.25**

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Electricity

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	28.78p/kWh
Standing Charge	49.70p/day (£181.40/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	5434.1 kWh



**Octopus Energy Operations Limited**

W octopus.energy

E hello@octopus.energy

P 0333 344 2268

### Registered Office

UK House, 5th floor, 164-182 Oxford Street,  
London, W1D 1NN

Registered in England & Wales No. 14415312

VAT Number: 358672751

## Your Charges In Detail



Gas Meter Point Reference: 2757033810

Supply Address: 43, Cae Tymawr, Whitchurch, Cardiff, South Glamorgan, CF14 2HB

Flexible Octopus (26th April 2023 - 30th June 2023)

Energy Charges for Meter G4K01839270101

26th April 2023	40866.0 Customer reading	
1st July 2023	40953.5 Estimated reading	
Consumption	87.5 Units (m <sup>3</sup> )	
Energy Used*	967.4 kWh @ 12.16p/kWh	£117.60
Energy Price Guarantee	967.4 kWh @ 2.19p/kWh	-£21.14
Standing Charge	66 days @ 26.16p/day	£17.27

**Subtotal** of charges before VAT £113.73

VAT @ 5.00% £5.69

**Total Gas Charges** **£119.42**



Gas Meter Point Reference: 2757033810

Supply Address: 43, Cae Tymawr, Whitchurch, Cardiff, South Glamorgan, CF14 2HB

Flexible Octopus (1st July 2023 - 29th July 2023)

Energy Charges for Meter G4K01839270101

1st July 2023	40953.5 Estimated reading	
30th July 2023	40973.0 Customer reading	
Consumption	19.5 Units (m <sup>3</sup> )	
Energy Used*	218.8 kWh @ 7.30p/kWh	£15.97
Standing Charge	29 days @ 26.16p/day	£7.59

**Subtotal** of charges before VAT £23.56

VAT @ 5.00% £1.18

**Total Gas Charges** **£24.74**



**Total charges for bill** **£644.54**

## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Gas

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	12.16p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	13984 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 m<sup>3</sup> of gas)

÷ 3.6 (convert from joules)

≈ Usage (in kWh)

For you:

$87.5 \times 1.02264 \times 38.9^{\dagger} \div 3.6 = 967.4$

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



## About Your Tariff

Prices do not include VAT unless otherwise noted.

### Gas

Tariff Name	Flexible Octopus April 2023 v1
Product Type	Variable
Payment Method	Direct Debit
Unit Rate	7.30p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	13984 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 m<sup>3</sup> of gas)

÷ 3.6 (convert from joules)

≈ Usage (in kWh)

For you:

$19.5 \times 1.02264 \times 39.6^{\dagger} \div 3.6 = 218.8$

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



**Octopus Energy Operations Limited**

W octopus.energy

E hello@octopus.energy

P 0333 344 2268

**Registered Office**

UK House, 5th floor, 164-182 Oxford Street,  
London, W1D 1NN

Registered in England & Wales No. 14415312

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](mailto: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 14.65 kWh/day.

Your average gas usage during this bill period was 12.49 kWh/day.

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

Your Account Number: A-8B5356C0  
Bill Reference: 158967784 (30th July 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](https://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 Energy Ombudsman on 0330 440 1624 or at [www.energyombudsman.org](https://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.