

20 November 2017

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This is not a tax invoice.



Mr James Flanagan
Mill House
Bishopstone
Swindon
Wiltshire
SN6 8PP



Your electricity bill

23 August 2017 to 20 November 2017

Customer account number **201109949**

Online **npower.com** Call us on **0800 073 3000**

We're open Mon-Fri 8am-8pm / Sat 8am-6pm

Your payment amount is

£185.66

This amount will be taken from your account on or soon after **4 December 2017**

Latest meter reading
Electricity (Your reading) -

44520

1 > Could you pay less?

See our table opposite for our cheapest tariff options.

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

Switching tariffs could mean a significant change to your terms and conditions and some tariffs have eligibility criteria. For example, you may need to change your payment method or manage your account online.

Savings presented are if you switch now. It may be cheaper to switch to the proposed tariff at the end of your current tariff

Some tariffs are available for a limited time only, therefore subject to change.

For more information on your current tariff see overleaf.

To find out more about your options visit npower.com/cheapesttariff or call us on the number above.

Your personal projection
for the next 12 months

Electricity
£839.32

Online Price Fix May 2018 Elec DD - Electricity

Our cheapest similar tariff

Save an
estimated
£5.35
a year

Go Green Energy Fix Dec 2019 Elec DD - Electricity

Our cheapest overall tariff

Save an
estimated
£14.64
a year

Standard Electricity PAYG - Electricity

Your personal projection is based on your estimated energy usage for the next 12 months, your current prices until the tariff end date and then our standard tariff prices thereafter. VAT is also included; Warm Home Discount is not included.

2 > About your tariff

Here's information about your tariff to help you to compare it with others available.

What is an exit fee?

Some tariffs have an exit fee which may be charged if you choose to leave npower before the agreed end date.

Electricity



Tariff details

Tariff name

Online Price Fix May 2018 Elec DD

How you pay

Quarterly Direct Debit

Tariff ends

31 May 2018

Early exit fee

£30.00

If you cancel before 13 April 2018

Your estimated usage over 12 months

5,315 kWh

To find out more details about the best tariff for you visit npower.com/besttariff

It's easy to get a quick quote with your smartphone.


QR (quick response) codes are an easy way to access your personal energy information.

Scan this code using your smartphone to find out your energy usage. This can help you compare tariffs.



3 > How your energy adds up

We have included meter reads that are the most important in calculating your costs. Log in or register at npower.com/account to see your complete list of meter readings or you can call us.

Electricity	
	
Meter readings	
23 August 2017 - Your reading	43162
20 November 2017 - Your reading	44520
kWh used over 90 days	1358
Total kWh used	1358
This cost	
1358 kWh at 11.650p per kWh	£158.21
Standing charge of 20.680p a day for 90 days	£18.61
VAT @ 5.00%	£8.84
Total Electricity cost	£185.66

4 > What you've paid

How your bill adds up	
Amount left to pay from your previous bill	£124.22
What you paid on the 10 October 2017	£124.22
Total cost of energy used	£185.66
Total to be taken from your bank account on or after 4 December 2017	£185.66

5 > Energy Explained

We charge for energy in kilowatt hours (kWh).
A kWh is 1 kilowatt of power used in 1 hour.

In the period covered by this bill you have used
on average each day:

Electricity

15.09 kWh

Last year's usage for this period:

0 kWh

For more energy saving tips visit
npower.com/savingenergy

A kilowatt hour gives you



9 uses
of a kettle



4 hours
watching TV



31 hours
on a laptop

6 > Where to get help

Visit npower.com
to speak live to one
of the team

Call us on:
0800 073 3000

Or write to us
npower
PO Box 177
Houghton le Spring
DH4 9AQ

Moving home?

Visit
npower.com/moving
or call us.

Trouble paying?

Talk to us, we can help.

Need extra help?

If you require help with
communication, access or
safety needs relating to
your energy account, join
our Priority Services
Register. It's free. You can
find out more at
npower.com/priorityservices

The Citizens Advice consumer service

It's easy to get free
independent advice so that
you "Know your rights" as an
energy consumer. You might
want to get a better deal, find
out how to make a complaint,
get advice about the quality of
your electricity or gas supply,

or ask for help if you're
struggling to pay your bills.

To "Know your rights" visit
www.citizensadviceguide.org.uk/energy for up to date
information or contact the
Citizens Advice consumer
service on 03454 04 05 06

Your reference numbers

Customer account number
201109949

Electricity meter number

D06C23006

Electricity supply
number

S	01	801	100
20	0001	2143	812

Power loss?

Call 105

SSE Power
Distribution is
responsible for your
power supply

> How to complain

If there's anything you're unhappy with,
our complaints team could put things right.

Call us on:
0800 316 9328

Online
npower.com/complaints

Or write to us
npower Complaints
PO Box 177
Houghton le Spring
DH4 9AQ

You can download
a copy of our leaflet
"Putting things right"
from our website, or ask
us to send you a copy in
the post.

If we can't solve your
problem within eight
weeks or you have received
our final response letter,
you can contact the
Energy Ombudsman.
ombudsman-services.org
0330 440 1624

Type too small?
Ask us for a large type
bill.

Call us on:
0808 172 6999

Text phone
0800 413 016

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 or 0808 number should be free from all mobiles and generally free from all landlines. The cost of calls to other companies or organisations may vary, please check with them and your provider for exact charges.

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