

Billing Name

Billing Address

This is the address we send your bills to (not always the same as the address of the property we supply)

Billing Period

The billing period will line up with the end date on your previous bill, and the start date of your next one. This should help you to keep track of your statements (it's worth remembering that sometimes you might be charged for something outside of this period that wasn't included on a previous bill).

Your balance at the start of this billing period

Your Charges

show the amount of energy you have used between the two dates shown here, and the amount you've paid for it. Your usage is measured using your meter readings. If you have been billed using an estimated reading, you'll be able to see that here.

The payments you have made during this billing period

This is your balance at the end of this billing period

A positive balance (i.e. £500) means you're in credit. If you were to switch away, we'd need to return that amount of credit for you to settle up.

A negative balance (i.e. "-£500) means you're in debit and owe that amount. If you were to switch away tomorrow, you would need to pay that amount to us to settle up.

You should expect your account balance to vary throughout the year. It's common to build up credit in summer as you use less energy, and have a negative balance in winter. This means you don't have to pay any debit back or ask for a credit refund right now - your balance should even out over the course of a year, but if something does look a little off, you can request a credit refund, or change your direct debit amount.

octopusenergy

Constantine the Octopus
Octopus Energy
2nd Floor, UK House,
164-182 Oxford Street
W1D 1NN
UNITED KINGDOM

Your energy account

18th May 2023 - 1st June 2023

On 18th May 2023 your previous balance was £339.10

1. We have charged you

Based on your meter readings.

VAT included.

Electricity	17th May 2023 - 1st June 2023	- £32.95
Gas	17th May 2023 - 1st June 2023	- £11.92

2. You have paid

Direct Debit collection - 1st June 2023 + £180.00

On 1st June 2023 your new balance is £474.23

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 Account Number: A-OCTOPUS
Bill Reference: 145777963 (2nd June 2023)

Your estimated annual cost

£1465.48 a year for electricity

£901.56 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 1610023135936)

Good to know.

You're already on our cheapest tariff for your **electricity** usage. We will let you know if this changes.

For your **gas** (on meter point 1521578501)

Good to know.

You're already on our cheapest tariff for your **gas** usage. We will let you know if 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)

Account number

This is your unique Octopus Energy account number (we use it to identify and keep track of your account).

Bill reference number

This helps us work out exactly which bill you're referring to.

Breakdown of your estimated yearly cost

This is based on the historical usage of the property.

If we have a cheaper tariff available, we'll let you know here!

You may find another section titled "2. We have credited you" here.

This section will show any credit added to your account during the billing period. This might be because we overestimated your usage in the past & your latest readings prompted us to correct that higher charge.

If you see "Reversed account charge" here, it means that we've re-billed you for a certain period. We sometimes do this if we need to correct a past statement (making sure you're haven't been billed twice for the same usage, for example).

Referrals you've made, Wheel of Fortune prizes, and customer service gestures will also appear here too.

These are our contact details (for website, email and phone)

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

Supply Address

The address of the property we're supplying energy to (all charges on this bill are for energy consumed at this address).

This shows the tariff you're on, and the period that you've been billed on that tariff.

Meter Serial Number

You'll find this number on the front of your meter. The number on your bill should always match the meter that supplies your property.

This is your Gas reference number or MPRN


This is unique to the supply at your property



This section contains a breakdown of your energy charges for gas and electricity.

The charge is based on the number of units used over the course of the billing period.

Electricity is measured in kWh. Gas is measured differently, but here we convert that measurement to kWh for convenience.

Your Charges In Detail

 Electricity	Supply number	S	1	801	511	1610023135936
Supply Address: 2nd Floor, UK House, 164-182 Oxford Street United Kingdom, W1D 1NN Postcode area alpha identifier: H						
Flexible Octopus (17th May 2023 - 1st June 2023)						
Energy Charges for Meter 18M1107325						
17th May 2023	26180.6	Smart meter reading				
2nd Jun 2023	26257.0	Customer reading				
Energy Used	76.4 kWh @ 47.73p/kWh		£ 36.46			
Energy Price Guarantee	76.4 kWh @ 16.57p/kWh		-£12.66			
Standing Charge	16 days @ 47.40p/day		£ 7.58			
Subtotal of charges before VAT			£ 31.38			
VAT @ 5.00%			£1.57			
Total Electricity Charges			£ 32.95			

 Gas	Meter Point Reference:	1521578501				
Supply Address: 2nd Floor, UK House, 164-182 Oxford Street United Kingdom, W1D 1NN						
Flexible Octopus (17th May 2023 - 1st June 2023)						
Energy Charges for Meter G4F74702961700						
17th May 2023	8064.6	Smart meter reading				
2nd June 2023	8071.0	Customer reading				
Consumption	6.4 Units (m ³)					
Energy Used*	72.8 kWh @ 12.01p/kWh		£ 8.75			
Energy Price Guarantee	72.8 kWh @ 2.19p/kWh		-£1.59			
Standing Charge	16 days @ 26.16p/day		£ 4.19			
Subtotal of charges before VAT			£ 11.35			
VAT @ 5.00%			£ 0.57			
Total Gas Charges			£ 11.92			
	Total charges for bill		£ 44.87			

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	47.73p/kWh
Standing Charge	47.40p/day (£173.02/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	3923.8 kWh



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	12.01p/kWh
Standing Charge	26.16p/day (£95.49/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage*	7766 kWh

* Your energy usage is calculated from your gas consumption using a standard industry formula:

$$\begin{aligned} & \text{Units Consumed (Cubic Metres)} \\ & \times \text{Volume Correction (for temperature \& pressure)} \\ & \times \text{Calorific Value (energy in each m}^3 \text{ of gas)} \\ & \div 3.6 \text{ (convert from joules)} \\ & = \text{Usage (in kWh)} \end{aligned}$$

For you:

$$6.4 \times 1.02264 \times 39.9^\dagger \div 3.6 = 72.8$$

† Average calorific value shown to one decimal place



This is your MPAN (Meter Point Administration Number)

The long number at the bottom is your MPAN, which is unique to your property. The top left number indicates 'Profile Type' and may be useful for customers with Economy 7 or smart tariffs. The other two numbers indicate 'Meter Time-Switch Code', and 'Line Loss Factor', and aren't particularly important.

You'll find more detailed information about your tariff here

You can use this information to compare unit rates and standing charges with other suppliers to find the best energy deal for you!

Your estimated annual usage is the amount of energy we think you're going to use based on your past meter readings. You can also use this figure for energy quotes.

Gas isn't measured in kWh like electricity. This calculation shows how we convert your gas consumption to kWh.

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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: 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 4.77 kWh/day.

Your average gas usage during this bill period was 4.55 kWh/day.

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

Your Account Number: A-OCTOPUS
Bill Reference: 145777963 (1st June 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.

Here are our contact details again!

We've worked out your average daily use for you

We do this by taking your total usage for electricity or gas over the course of the billing period and divided by number of days in that period.

This is your account number and the bill reference again

Here's what to do if you're not happy with us.