

Joshua Waldron
The Workshops
The Street
Itchenor
Chichester
PO20 7AL

Your Account Number [REDACTED]
Bill Reference: [REDACTED]

Your estimated annual cost
£2,796.69 a year for electricity

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 2000052952598) You're on our cheapest electricity tariff of its kind. You could save £153.35 a year by switching to Loyal Octopus 12M Fixed. You may need to change how you pay or your meter setup, but contact our team if you'd like to switch.

Emergency numbers

Smell gas? Call 0800 111 999
Power cut? Call 105 to get help
Your Electricity Distributor is: SSE Power Distribution (0800 300999)

Your energy account

5th Jan. 2024 - 5th Feb. 2024

1. We have charged you

Electricity (estimated) 3rd Jan. 2024 - 2nd Feb. 2024 - £283.28

2. You have paid

Debit card collection - 8th Jan. 2024 + £350.00

As you have no Direct Debit in place, your balance is due for payment in 14 days. There are 5 ways you can pay, as detailed in this bill.

Your Charges In Detail



Electricity

Supply number

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100

20 000 52952598

Supply Address: The Workshops, The Street, Itchenor, Chichester,
West Sussex, PO20 7AL

Postcode area alpha identifier: G

Flexible Octopus (3rd January 2024 - 2nd February 2024)

Energy Charges for Meter D05R04001

3rd Jan 2024	80525.0	Customer reading	
3rd Feb 2024	81428.2	Estimated reading	
Energy Used	903.2 kWh @ 28.13p/kWh		£254.02
Standing Charge	31 days @ 50.88p/day		£15.77
Subtotal of charges before VAT			£269.79
VAT @ 5.00%			£13.49
Total Electricity Charges			£283.28
Total charges for bill			£283.28

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Flexible Octopus
Product Type	Variable
Payment Method	Non-Direct Debit
Unit Rate	28.13p/kWh
Standing Charge	50.88p/day (£185.71/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	9106.2 kWh



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 29.14 kWh/day.

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

Your Account Number: [REDACTED]

Bill Reference: [REDACTED]

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

Or, if you live in Scotland, you can contact Advice Direct Scotland for independent help.

Go to: advice.scot/contact-us, or call their customer service on 0808 800 9060 Monday to Friday, 9am t 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. This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

Your payment options

Direct Debit

It's easy to set up a monthly Direct Debit to keep on top of your energy payments. Simply log on to your online account at www.octopus.energy to set your Direct Debit up now.

Bank transfer

Pay us directly from your bank account. Make sure to enter your account number (A-497AB52D) as the payment reference. Our bank details - Account number: 44614437 & Sort Code: 40-05-30.

Cheque

Write your account number (A-497AB52D) on the back, make your cheque payable to "Octopus Energy Operations Limited", and post it to: Octopus Energy, UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN.

Credit or Debit Card

Visit us online at www.octopus.energy/payment to make a payment t card. Alternatively you can pay by debit card at your local PayPoint v the barcode below.

Cash

Simply take this barcode to your local PayPoint to pay by cash. It links your account so whatever you pay will be transferred to your account

