octopus energy

Brett Ward
35 St James Crescent
Belton
Great Yarmouth
NR31 9JN

Your Account Number [redacted]
Bill Reference [redacted] (26th Sept. 2025)

Your energy account

26th Aug. 2025 - 25th Sept. 2025

On 26th Aug. 2025 your previous balance was	£303.83

1. We have charged you

Based on your meter readings. VAT included.

Electricity	25th Aug. 2025 - 24th Sept. 2025	- £137.12
Gas	25th Aug. 2025 - 24th Sept. 2025	- £42.51

2. We have credited you

Free Electricity Reward	4th Sept. 2025	+ £0.13
Free Electricity Reward	4th Sept. 2025	+ £0.15
Free Electricity Reward	10th Sept. 2025	+ £0.03
Free Electricity Reward	10th Sept. 2025	+ £0.17

3. You have paid

Direct Debit collection - 3rd Sept. 2025	+ £242.51

On 25th Sept. 2025 your new balance is	£367.19

Your estimated annual cost

£1,861.44 a year for electricity

£819.88 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 10126686114[redacted]40)

Good news, you're already on our cheapest tariff. We'll let you know if this changes.
You may save a few pounds by switching to Smart Pay-As-You-Go. Contact our team to see if this would suit your circumstances.

For your **gas** (on meter point 9199814910)

You could **save £22.40 a year** by switching to Octopus 12M Fixed. It may involve changing how you pay or your meter setup - contact our team to find out more.
You may save a few pounds by switching to Smart Pay-As-You-Go. Contact our team to see if this would suit your circumstances.

Emergency numbers

Smell gas? Call **0800 111 999**
Power cut? Call **105** to get help
Your Electricity Distributor is: UK Power Networks - London Power Networks (105)

Your Charges In Detail

Electricity

Supply number: S 01 0393 1 [redacted]

Supply Address: 35 St. James Crescent, Belton, Great Yarmouth, Norfolk, NR31 9JN
Postcode area alpha identifier: S

Octopus 15M Fixed (25th August 2025 - 24th September 2025)

Energy Charges for Meter [redacted]		
25th Aug 2025	34426.4 Smart meter reading	
25th Sep 2025	34918.6 Smart meter reading	
Energy Used	492.3 kWh @ 23.66p/kWh	£116.46
Standing Charge	31 days @ 45.57p/day	£14.13
Subtotal of charges before VAT		£130.59
VAT @ 5.00%		£6.53
Total Electricity Charges		**£137.12**

About Your Tariff

Prices do not include VAT unless otherwise noted.

Electricity

Tariff Name	Octopus 15M Fixed August 2024 v1
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	23.66p/kWh
Standing Charge	45.57p/day (£166.33/year)
Price Guaranteed Until	9 Dec. 2025
Early Exit Fee	None
Estimated Annual Usage	6790.3 kWh

Gas

Meter Point Reference: [redacted]

Supply Address: 35 St. James Crescent, Belton, Great Yarmouth, Norfolk, NR31 9JN

Octopus 15M Fixed (25th August 2025 - 24th September 2025)

Energy Charges for Meter [redacted]		
25th Aug. 2025	7325.7 Smart meter reading	
25th Sept. 2025	7377.2 Smart meter reading	
Consumption	51.5 Units (m^3)	
Energy Used*	575.0 kWh @ 5.56p/kWh	£31.94
Standing Charge	31 days @ 27.57p/day	£8.55
Subtotal of charges before VAT		£40.49
VAT @ 5.00%		£2.02
Total Gas Charges		**£42.51**

About Your Tariff

Prices do not include VAT unless otherwise noted.

Gas

Tariff Name	Octopus 15M Fixed August 2024 v1
Product Type	Fixed
Payment Method	Direct Debit
Unit Rate	5.56p/kWh
Standing Charge	27.57p/day (£100.63/year)
Price Guaranteed Until	9 Dec. 2025
Early Exit Fee	None
Estimated Annual Usage*	12245 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^3 of gas)
÷ 3.6 (convert from joules)
≈ Usage (in kWh)

For you:
$51.5 \times 1.02264 \times 39.3^{\dagger} \div 3.6 = 575.0$

† Average calorific value shown to one decimal place

Total charges for bill £179.63

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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 15.88 kWh/day.

Your average gas usage during this bill period was 18.55 kWh/day.

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

Our approach to green energy

Our fuel mix (between April 1 2023 and March 31 2024)

	Octopus Energy	UK electricity overall
Carbon emissions	0 g/kWh	171 g/kWh
Renewables	84.8%	43.2%
Nuclear	15.2%	12.7%
Gas	0%	35%
Coal	0%	6.3%
Other	0%	2.8%

For more information about the sources of our electricity, and our approach to renewable energy, visit **octo.ps/fuel-mix**

Your Account Number: A-3110D426
Bill Reference: 345243439 (25th Sept. 2025)

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 energyadvice.scot for independent help.

Go to: energyadvice.scot/email-us, or call their customer service on 0808 196 8660 Monday to Friday, 9am to 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. If an advisor is not able to resolve your query, you can ask for it to be escalated to a specialist or team leader.

Then: If you're still not happy you can ask for an independent review by an Operations Manager and we'll reply within 5 working days.

Finally: If you followed these steps but your complaint remains unresolved after 8 weeks you can contact the Energy Ombudsman: energyombudsman.org or call 0330 440 1624. This is a free independent service whose decision we must abide by.

You can read our complaints policy on our website.