



Holger Mangatal  
GROUND FLOOR FLAT REAR 83 LOWER  
CLAPTON ROAD  
HACKNEY  
LONDON  
E5 0NP

Your Account Number: A-207C531A  
Bill Reference: 351724362 (25th Sept. 2025)

### Your estimated annual cost

**£856.29** 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 1200062149756)

You're already on our cheapest electricity tariff for your usage, but you could **save an extra £45.64 a year** by paying with Direct Debit. You can set one up easily in your online account.

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 energy account

17th Sept. 2025 - 24th Sept. 2025

**On 17th Sept. 2025 your previous balance was -£283.79**

## 1. We have charged you

Based on your meter readings. VAT included.

Electricity	16th Sept. 2025 - 23rd Sept. 2025	- £238.00
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## 2. We have credited you

Wheel of Fortune Prize	24th Sept. 2025	+ £1.00
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## 3. You have paid

Debit card collection - 24th Sept. 2025	+ £125.00
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**On 24th Sept. 2025 your new balance is -£395.79**

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.

### Octopus Energy Limited

**W** octopus.energy

**E** hello@octopus.energy

**P** 0808 164 1088

### Registered Office

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

Registered in England & Wales No. 09263424

VAT Number: 358672751

Your Charges In Detail

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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	24.75p/kWh
Standing Charge	46.82p/day (£170.90/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	2604.6 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](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 112.59 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](#)**

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## 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

Or, if you live in Scotland, you can contact [energyadvice.scot](https://energyadvice.scot) for independent help.

Go to: [energyadvice.scot/email-us](https://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](https://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.

## 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](https://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-207C531A) as the payment reference. Our bank details - Account number: 44594118 & Sort Code: 40-05-30.

### Cheque

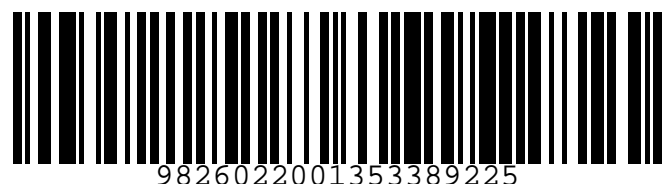
Write your account number (A-207C531A) on the back, make your cheque payable to "Octopus Energy Ltd", and post it to: Octopus Energy, UK House, 5th floor, 164-182 Oxford Street, London, W1D 1NN.

### Credit or Debit Card

Visit us online at [www.octopus.energy/payment](https://www.octopus.energy/payment) to make a payment by card. Alternatively you can pay by debit card at your local PayPoint with the barcode below.

### Cash

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



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