



Frank O’Gorman
6 Eddeys Lane
Headley Down
Bordon
Hampshire
GU35 8HU



Frank, welcome aboard!

We believe energy should be better. Better on your pocket. Put to better use throughout the home. Better for the planet. Just better all round, really. That’s why we started Octopus Energy.

Below you’ll find all the information you need as you join us on our journey. It’s important that you understand us and that we understand you, so let us know if you spot any details that aren’t right.

Your estimated annual cost is £900.45

Your estimated annual cost is based on a usage of 5,500 kWh of Electricity, which were the details you gave us when you signed up. It may change with usage and will become more accurate with regular readings.

Your payment details

We’ve set your Direct Debit to £75.04, based on your estimated annual cost. We’ll collect an initial payment on your first day of supply (which is currently scheduled for 24th September 2020) and on the 14th of each month thereafter.

You can cancel your Direct Debit at any time by contacting your bank or building society.

Payments will be deducted from the following account:

Account name: F O’Gorman

Sort code: 16-58-10

Account number: *****240

Direct Debit reference: A-35AA495A-001

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit, Octopus Energy will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Octopus Energy to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Octopus Energy or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Octopus Energy asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Octopus Energy Limited

W octopus.energy

E hello@octopus.energy

P 0333 344 2268

Registered Office

33 Holborn, London, EC1N 2HT

Trading Address

2nd Floor, UK House, 164-182 Oxford Street,
London W1D 1NN

Registered in England & Wales No. 09263424

VAT Number: 221122280

Your tariff information

About your electricity tariff

| | |
|--|---|
| Supplier | Octopus Energy Limited |
| Tariff name | Flexible Octopus April 2019 V1 |
| Tariff type | Standard Variable Product |
| Payment method | Direct Debit |
| Unit rate | 15.19p per kWh |
| Standing charge | 17.76p per day (£64.81 per year) |
| Tariff ends on | Not applicable |
| Price guaranteed until | Not applicable |
| Exit fees (if you cancel this tariff before the end date) | Not applicable |
| Discounts and additional charges | Not applicable |
| Additional products or services included | Not applicable |
| Illustrative electricity cost on this tariff | |
| Assumed Annual Consumption | 5,500 kWh |
| Estimated Annual Cost | See your estimated annual cost (page 1) |
| Tariff Comparison Rate (TCR) | 17.43p per kWh |

Supply of electricity is subject to 5% VAT. This is included in the prices and costs above, and may mean charges are displayed differently on a statement of account.

Frequently asked questions

• What is a kWh?

A kWh stands for a kilowatt-hour – the unit used to measure energy use. 1 kWh will power a 40-watt light bulb for 25 hours.

• What is the Tariff Comparison Rate (TCR)?

TCR is a rate per kWh that allows you to compare your tariff to other tariffs by taking account of the unit rate and standing charge. It is calculated from national average consumption values. A TCR does not apply to Economy 7 meters.

About your tariff

You've selected our Flexible Octopus tariff. This means that prices can vary according to market conditions. We will notify you 30 calendar days in advance of a price change.

Unhappy? Let's work it out.

To view our complaints process, or to make a complaint, visit <https://octopus.energy/unhappy>. If you're not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 or at <http://ombudsman-services.org/energy>.

Our codes of practice are available online at <https://octopus.energy/policies>. For free, independent advice on your rights, visit <http://citizensadvice.org.uk/energy> or contact Citizens Advice on 0808 223 1133.

Your distribution network operator (DNO) is responsible for ensuring reliable supply of electricity to your premises. Your DNO is SSE Power Distribution and they can be contacted on 0800 300999.

Octopus Energy Limited

W octopus.energy

E hello@octopus.energy

P 0808 164 1088

Registered Office

33 Holborn, London, EC1N 2HT

Trading Address

2nd Floor, UK House, 164-182 Oxford Street,
London W1D 1NN

Registered in England & Wales No. 09263424

VAT Number: 221122280