

Frank O'gorman  
6 Eddeys Lane  
Headley Down  
Bordon  
Hampshire  
GU35 8HU

Your Account Number: A-35AA495A  
Bill Reference: 301860678 (30th March 2025)

# Your energy account

25th March 2025 - 30th March 2025

**On 25th March 2025 your previous balance was -£271.48**

## 1. We have charged you

Based on your meter readings. VAT included.

Basic Heat Pump Service Plan	30th Jan. 2025 - 29th March 2025	- £18.00
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**On 30th March 2025 your new balance is -£289.48**

You opt to pay your balance in full each month.

We will request a Direct Debit payment of £18.00 on 14th April 2025.

## Your estimated annual cost

**£1,100.34** 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 2000017220374) 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.

## Emergency numbers

Smell gas? Call **0800 111 999**

Power cut? Call **105** to get help

**Your Electricity Distributor is: Southern Electric Power Distribution (105)**

## 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?

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

## Our approach to green energy

For more information about the sources of our electricity, and our approach to renewable energy, visit [octo.ps/fuel-mix](https://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.

**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](https://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.