

Soniya Chauhan
Arc Court 64 Maxwell Road
Romford
RM7 0FH

Your Account Number: A-332715B9
Bill Reference: 391548724 (28th Jan. 2026)

Your energy account

27th Jan. 2026 - 27th Jan. 2026

On 27th Jan. 2026 your previous balance was -£78.51

1. We have charged you

Based on your meter readings. VAT included.

Electricity	17th Dec. 2025 - 29th Dec. 2025	- £25.19
-------------	---------------------------------	----------

2. We have credited you

Reversed electricity charge (30th Dec. 2025 - 25th Jan. 2026)	27th Jan. 2026	+ £52.08
Reversed electricity charge (11th Nov. 2025 - 29th Dec. 2025)	27th Jan. 2026	+ £57.05

On 27th Jan. 2026 your new balance is £5.43

You opt to pay your balance in full each month.

No payment is currently due.

Your estimated annual cost

£466.66 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 2500000658790) 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: ESP Utilities Group Limited (105)

Your Charges In Detail



Electricity	Supply number	S	01	0393	50
2500000658790					

Supply Address: Arc Court 64 Maxwell Road, Romford, RM7 0FH
Postcode area alpha identifier: J

Flexible Octopus (17th December 2025 - 29th December 2025)

Energy Charges for Meter 22S1059054

17th Dec 2025	3418.9 Smart meter reading	
20th Dec 2025	3428.1 Smart meter reading	
30th Dec 2025	3485.4 Smart meter reading	
Energy Used	66.5 kWh @ 26.08p/kWh	£17.35
Standing Charge	13 days @ 51.04p/day	£6.64

Subtotal of charges before VAT £23.99

VAT @ 5.00% £1.20

Total Electricity Charges **£25.19**



Total charges for bill £25.19

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	26.08p/kWh
Standing Charge	51.04p/day (£186.30/year)
Price Guaranteed Until	Not applicable
Early Exit Fee	None
Estimated Annual Usage	1133.7 kWh



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

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 5.12 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 2024 and March 31 2025)

	Octopus Energy	UK electricity overall
Carbon emissions	0 g/kWh	154 g/kWh
Renewables	86.4%	42.1%
Nuclear	13.6%	16.2%
Gas	0%	33.3%
Coal	0%	5.9%
Other	0%	2.5%

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

With some of our electricity sourced from nuclear generation, there were no CO₂ emissions, but there was some high-level radioactive waste created - the equivalent of 0.0010 g/kWh, compared to 0.0011 g/kWh for the UK's electricity overall.

Your Account Number: A-332715B9
Bill Reference: 391548724 (27th Jan. 2026)

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.