

**Grade Ruan Parish Council**

30 Clifden Close  
Mullion  
Helston  
TR12 7EQ

# Invoice

**Invoice number:** KI-97BA8FB3-0010  
**Account number:** A-97BA8FB3  
**Date issued:** 15th Mar 2021

## Your charges

Invoice for the period 1st Jan 2021 - 28th Feb 2021

	<b>Net charges</b>	<b>CCL</b>	<b>VAT</b>	<b>Total</b>
Electricity	-£34.28	£0.00	-£1.71	-£35.99
Electricity	£166.29	£0.00	£8.31	£174.60
<b>Total charges for bill</b>				<b>£138.61</b>

## Your Energy Charges In Detail



Electricity	Supply number	S	3	801	110
2200024168898					

Supply Address: 30 Clifden Close, Mullion, Helston, TR12 7EQ

Flexible Octopus

Energy Charges for Meter 16M0014240

1st Feb 2021	2942.4	Estimated reading	
18th Feb 2021	1928.5	Smart meter reading	
1st Mar 2021	2681.4	Estimated reading	
Energy Used	-261.0 kWh @ 15.39p/kWh		-£40.16
Standing Charge	28 days @ 21.00p/day		£5.88
Energy charges before VAT			-£34.28
VAT @ 5% on -£34.28			-£1.71

**Total Electricity Charges -£35.99**



Electricity	Supply number	S	3	801	110
2200024168898					

Supply Address: 30 Clifden Close, Mullion, Helston, TR12 7EQ

Flexible Octopus

Energy Charges for Meter 16M0014240

8th Jan 2021	1894.7	Smart meter reading	
18th Jan 2021	1903.1	Smart meter reading	
1st Feb 2021	2942.4	Estimated reading	
Energy Used	1047.8 kWh @ 15.39p/kWh		£161.25
Standing Charge	24 days @ 21.00p/day		£5.04
Energy charges before VAT			£166.29
VAT @ 5% on £166.29			£8.31

**Total Electricity Charges £174.60**

## About Your Tariff

---

### Electricity

Tariff Name	Flexible Octopus
Payment Method	Direct Debit Monthly
Agreement End Date	Not applicable
Estimated Annual Usage	20533.3 kWh

---

## Electricity mix

We believe that **renewable energy is no longer an opportunity - it's a responsibility**. Because of that, every single one of our business tariffs are powered by REGO-backed **100% renewable** electricity. As a group we also invest heavily in renewable generation; in fact, we're proud to say that the solar farms we've funded generate over 40% of all the UK's large scale solar.



## Additional Information

### Contacting us

Contact us by email or Facebook Messenger 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:** [business@octopus.energy](mailto:business@octopus.energy)

**Facebook:** [m.me/octopusenergy](https://m.me/octopusenergy)

**Phone:** 0333 344 2268

**Trading office:** 2nd Floor, UK House, 164-182 Oxford Street, London W1D 1NN

### Advice and complaints

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 Ombudsman Service: Energy on 0330 440 1624 or [www.ombudsman-services.org/sectors/energy](http://www.ombudsman-services.org/sectors/energy). This is a free and independent service whose decisions we must abide by.

You can read our complaints policy on our website.

### Ending your contract with us

You can end your contract at any time by giving us 30 days' notice. However, the effects of ending your contract differ depending on where you are within your contract period:

**In contract, not within the final 30 days:** we reserve the right to charge exit fees. Please see section 12 of our Terms and Conditions for more details.

**In contract, within the final 30 days:** you can leave at any time after the last day of your contract (even if you give notice less than 30 days before the contract end date)

**Out of contract:** If you are out of contract with us, you'll simply be moved onto to our fairly-priced Variable tariff (we don't believe in expensive out of contract rates). On this tariff you're free to leave at any time - though of course we'd love you to get in touch to see if you could save money by re-fixing.

### Paying by bank transfer

We are also able to accept one-off payments by bank transfer. However, please do not use this method if you already have an active direct debit with us as you may end up paying twice.

It's important that you enter your account reference as the payment reference, otherwise the payment may not be allocated to your account:

**Your account reference:** A-97BA8FB3

**Account number:** 44594118

**Sort Code:** 40-05-30