

Grade Ruan Parish Council

30 Clifden Close
Mullion
Helston
TR12 7EQ

Invoice

Invoice number: KI-97BA8FB3-0007
Account number: A-97BA8FB3
Date issued: 5th Nov 2020

Your charges

Invoice for the period 1st Oct 2020 - 31st Oct 2020

	Net charges	CCL	VAT	Total
Electricity	£5.52	£0.00	£0.28	£5.80
Total charges for bill				£5.80

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

15th Oct 2020	1821.0 Customer reading	
1st Nov 2020	1833.7 Customer reading	
Energy Used	12.7 kWh @ 15.39p/kWh	£1.95
Standing Charge	17 days @ 21.00p/day	£3.57
Subtotal of charges before VAT and CCL		£5.52
Government Climate Change Levy @ 0.000 £/kWh		£0.00
VAT @ 5.00%		£0.28
Total Electricity Charges		£5.80

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

Facebook: 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. 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