

Electricity summary

Electricity account **06564348257**

Last reading	This reading	Electricity units used	Cost split	Charges
Tariff - Go Save Electricity / Monthly Direct Debit Meter: F99C96389				
24 Hour	11/05/11 27750 Actual	30/09/11 28764 Estimate	1014 kWh	first 299 at 16.090p next 715 at 12.830p
24 Hour	PC* 30/09/11 28764 Estimate	09/11/11 29007 Actual	243 kWh	first 61 at 17.230p next 182 at 13.740p
Your Supply Number				Cost of electricity used this period
S 01 801 100				Dual Fuel Discount
20 0000 2801 299				Subtotal (excluding VAT)
				VAT at 5.0% on £130.36
				Total electricity charges this period
				£136.87

Your meter reading

*** Price Change**
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

Gas summary

Gas account **06564747296**

Last reading	This reading	Gas used	Cost split	Charges
Tariff - Go Save Gas / Monthly Direct Debit Meter: G4A05255734001				
11/05/11 21260 Actual	30/09/11 21563 Estimate	Calorific Value 39.400 303 (cubic metres) = 3391 kWh	first 1880 at 7.362p next 1511 at 2.788p	£138.41 £42.13
PC* 30/09/11 21563 Estimate	31/10/11 21699 Estimate	Calorific Value 39.300 136 (cubic metres) = 1518 kWh	first 381 at 8.422p next 1137 at 3.125p	£32.09 £35.53
'M' Number				Cost of gas used this period
Correction Factor				Dual Fuel Discount
3367879101				Subtotal (excluding VAT)
1.022640				VAT at 5% on £193.16
				Total gas charges this period
				£202.81

Your meter reading

*** Price Change**
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

How your Direct Debit account adds up

Your Direct Debit account	Electricity account	Gas account
Balance on last bill	£24.49 credit	£223.15 debit
Account balance before charges	£24.49 credit	£223.15 debit

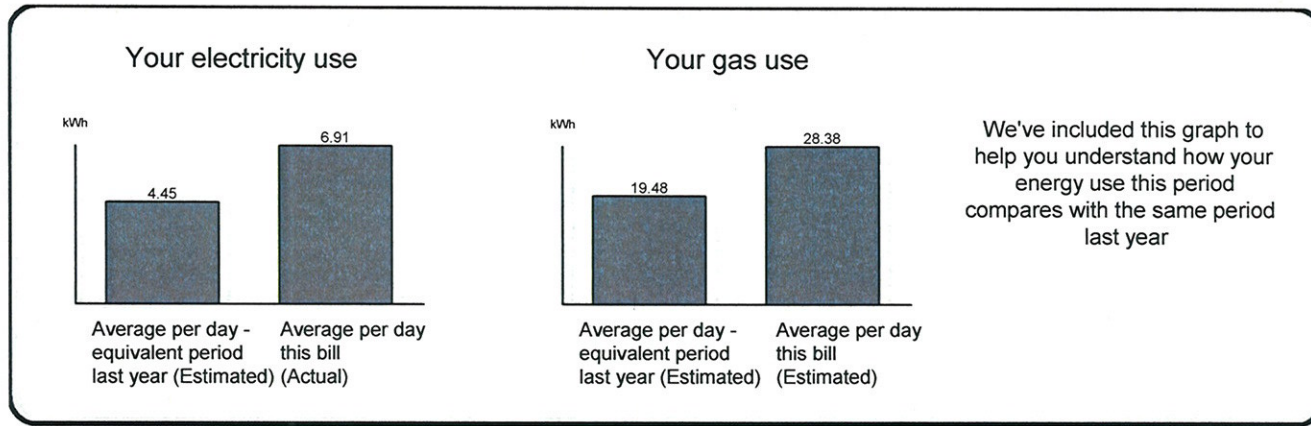
This bill	Electricity account	Gas account
Account balance before charges	£24.49 credit	£223.15 debit
Total energy charges this period	£136.87 debit	£202.81 debit
Payments received with thanks (or transfers)	£130.27 credit	£543.73 credit
Account balance for information	£17.89 credit	£117.77 credit
For information only This is your account balance	£135.66 credit	

How we worked out your new payment

Your personal account review	Electricity account	Gas account
Estimated electricity units 726 at 17.230p	£125.09	—
Estimated electricity units 2038 at 13.740p	£280.02	—
VAT at 5.00% on £405.11	£20.25	—
Estimated gas units 4558 at 8.422p	—	£383.87
Estimated gas units 23635 at 3.125p	—	£738.59
VAT at 5.0% on £1122.46	—	£56.12
Estimated charges over the next 12 months	£425.36	£1178.58
Account balance brought forward	£17.89 credit	£117.77 credit
Less payment due on 01/12/2011	£23.00 credit	£96.00 credit
Total	£384.47 debit	£964.81 debit
Divide by 11	£34.95 debit	£87.71 debit
New payment amount (rounded)	£35.00	£88.00
Total new payment	£123.00	

We check your payment amount every six months as we aim to ensure you'll have paid just the right amount by your annual review. We've now adjusted your payment to £123.00, taking your current balance into account in the calculation. We'll take this from your bank account with effect from 03/01/12 or just after.

Your average daily energy use



copy

Your annual energy consumption statement for 12 months

Please note the following is provided for your information and is not a request for payment. This information is to help you see how much electricity and gas you are using and how much it is likely to cost over the forthcoming 12 months. The prediction of your future energy cost is based on current prices and your consumption over the past 12 months, up to the most recent actual or estimated reading we have.

We calculate you use 2,764 kWh of electricity and 28,193 kWh of gas over 12 months.
We've used this information, which is based on actual readings where possible, to provide you with the following **estimate** of how much you can expect to pay over the next 12 months.

Predicted electricity cost

Go Save Electricity / Monthly Direct Debit			
Units (kWh)	p/kWh (ex VAT)	Amount	
24 Hour 1st	726	17.230	£125.09
24 Hour Next	2,038	13.740	£280.02
Annual discount / Alternative reward			-£45.00
Total electricity charges			£360.11
VAT at 5.00%			£18.00
Total predicted electricity charges			£378.11

Predicted gas cost

Go Save Gas / Monthly Direct Debit			
Units (kWh)	p/kWh (ex VAT)	Amount	
24 Hour 1st	4,558	8.422	£383.87
24 Hour Next	23,635	3.125	£738.59
Annual discount / Alternative reward			-£55.00
Total gas charges			£1,067.46
VAT at 5.00%			£53.37
Total predicted gas charges			£1,120.83

Based on the information we have, we estimate you will spend £1498.94 (including VAT at 5%) on electricity and gas over the next 12 months. This is only a prediction, you don't need to pay this now. Prices may change and the amount of electricity and gas you use can be affected by such things as the changes in weather and any energy efficiency measures you take. We've enclosed a copy of the terms that apply to your tariff. You're entitled to change your energy supplier. For clear, unbiased advice about changing your energy supplier, phone Consumer Direct on 0845 404 0506 or visit consumerdirect.gov.uk.

In addition Consumer Focus has a Confidence Code for online switching sites which sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus. For more information and a list of accredited sites visit www.consumerfocus.org.uk.

Want to know more? Go online - npower.com/myenergyuse

npower Additional Terms for Go Save/Go Save S

These terms are in addition to and do not replace npower's Standard terms for supplying electricity and gas ("Standard Terms"). Terms defined in the Standard Terms shall have the same meaning in these additional terms. If there is any conflict between these terms and the Standard Terms, these terms will prevail. The main terms are set out in bold.

Go Save/Go Save S is only available online and offers standard (off-line) variable prices with a £5 discount per fuel per year ("Online Discount") for managing your energy account online and meeting the eligibility criteria below. Charges will be based on our current prices for your area.

Should you switch to the Go Save/Go Save S tariff, you will lose any benefits of your previous npower tariff and may not be able to return to that tariff later. In order to take up and remain on our Go Save/Go Save S tariff you must:

- apply for supply to your Premises online at npower.com or via an online energy broker service or have been transferred to Go Save/Go Save S from another npower online tariff;
- have us (npower) supply your gas and/or electricity;
- be a domestic customer;
- agree to pay your energy bills by monthly direct debit;
- provide your email address and inform us if it changes;
- use npower.com as your primary method of contact with customer service;
- receive your bills online by registering for paperless bills at npower.com/mynpower (within 30 days of receiving your account number if you are a new npower customer);
- provide meter reads online when requested;
- notify us immediately online of changes to any of your details;
- conduct your online account with any new features we may introduce and notify you of from time to time;
- pay on the tariff where our charges are wholly based on a single rate metered standard domestic tariff (or two rate metered economy 7 tariff for electricity); and
- we must have agreed to supply you on our **Go Save/Go Save S** tariff.

If at any time you do not meet any of these eligibility criteria for managing your account online or do not comply with the terms of the Go Save/Go Save S tariff, we may transfer you to our standard (off-line) variable prices applicable to you, and you may not be able to switch back to the Go Save/Go Save S tariff at any point in the future. Alternatively we may remove your Online Discount if at any time you do not meet any of these eligibility criteria for managing your account online. You cannot be supplied on our Go Save/Go Save S tariff if your supply is through a prepayment meter.

When this Agreement ends

These terms apply from the date when we agree we will supply you under our Go Save/Go Save S tariff until you/we change your tariff/supplier and your Go Save/Go Save S Agreement ends. We call this the Go Save/Go Save S Period.

Our charges

During the Go Save/Go Save S Period our prices for electricity and gas will be our standard (off-line) variable prices, applicable to your area as indicated in the Go Save/Go Save S tariff.

Online Discount

Your Online Discount will be shown as a pro-rata discount off your energy bill for as long as you meet the eligibility criteria for managing your account online.

Changing your mind

You can cancel your Go Save/Go Save S Agreement within 14 days from the date when we tell you that we have agreed to supply you under the Go Save/Go Save S tariff. To do this, simply write to us at npower, PO Box 9647, Oldbury B69 2PZ, stating that you want to cancel your Go Save/Go Save S Agreement. If your Go Save/Go Save S Agreement is cancelled but you continue to take supply from us, we will continue to supply you on our normal standard prices under our Standard Terms as if you had never been supplied on the Go Save/Go Save S tariff.

Changing supplier

If you change your supplier for electricity or gas, or both, to which your Go Save/Go Save S Agreement applies, you will no longer be eligible for the Go Save/Go Save S tariff.

Changing your tariff

If you change your tariff for an alternative npower tariff you will no longer be eligible for the Go Save/Go Save S tariff and will be supplied under the terms of your new tariff. You may not be able to switch back to the Go Save/Go Save S tariff at any point in the future.

Moving home

If you move home your Go Save/Go Save S Agreement will normally end, but you may be able to transfer it to your new home if:

- your electricity and gas is supplied by npower and is provided on a single rate standard domestic tariff (or two rate economy 7 tariff for electricity); and
- you do not have a prepayment meter; and
- you ask us to transfer the Agreement to your new home when you tell us about your change of address;
- you continue to meet the eligibility criteria of the Go Save/Go Save S tariff; and
- we agree to continue with the Agreement at your new home.

If we agree, the prices you will pay for your supplies for the rest of the Go Save/Go Save S Period will be the prices under the Go Save/Go Save S tariff applicable to your new home. Those prices may be different from the prices in your present home, for example due to regional variations in our prices, or different metering, or gas being supplied by an independent gas transporter.

Revised 02.08.10

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MR T O'DONNELL
78 GROVE ROAD
HOUNSLOW
MIDDLESEX
TW3 3PT


812



Your account number
065 6474 7309

Customer Service
Go online: npower.com
UK only call centres
8am-8pm Mon-Fri,
8am-6pm Sat

0845 672 0073

For power loss see  below

18th May 2011

Your electricity and gas statement

For information only **£198.66**
This is your account balance

Your new payment is **£119.00**

Your payment amount has been assessed against your consumption and a new payment amount calculated.


We've calculated your usage accurately using up to date meter readings.



Gas problems or Power Loss

Smell gas? Call National Grid: **0800 111 999**

Power loss. Your local electricity distributor is southern electricity: **0800 072 7282**

Take a closer look at the figures on page 3 

It's time for your mid-term Direct Debit review

If you're paying just the right amount there should be a zero balance on your account when we reach your annual review. It's halfway through the year so we've checked to see if your payments are on track – and if we need to change your payment amount we'll always give you at least 10 days notice. Go online to npower.com/ddexplained for more information on paying by Direct Debit.

Help us get your bills just right

When you register for meter read reminders we'll ask for a reading before we produce your bill. Sign up at npower.com/reminders You can also give us a reading at any time at npower.com/meterread or call our 24-hour meter reading service on 0800 028 4361

Need to ring us?

Always have your **account number** handy when you call - it's at the top of the page. You may prefer to call during our quieter times, between 12pm and 4pm Tuesday to Friday.



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This is not a tax invoice
Electricity is supplied by Npower Northern Limited (Registered No. 3432100) who also act as an agent for Npower Northern Supply Limited (Registered No. 2845740) for the supply of electricity. Gas is supplied by Npower Northern Limited (Registered No. 3432100). Registered in England and Wales. Registered Office: Windmill Hill Business Park, Whitehill Way, Swindon, SN5 6PB.

Electricity summary

Electricity account **06564348257**

Winter 10/11

Last reading	This reading	Electricity units used	Cost split	Charges
Tariff - Sign Online 8 Electricity / Monthly Direct Debit Meter: F99C96389				
24 Hour	01/11/10 26151 Estimate	15/11/10 26298 Actual	147 kWh	
24 Hour	15/11/10 26298 Actual	03/01/11 26748 Estimate	450 kWh	first 125 at 13.190p next 472 at 12.580p
24 Hour	PC* 03/01/11 26748 Estimate	11/05/11 27750 Actual	1002 kWh	first 241 at 16.090p next 761 at 12.830p
Cost of electricity used this period				£212.29
VAT at 5.0% on £212.29				+ £10.61
Total electricity charges this period				£222.90

Your Supply Number

S	01	801	100
	20	0000	2801299

Your meter reading

*** Price Change**
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

Gas summary

Gas account **06564747296**

Last reading	This reading	Gas used	Cost split	Charges
Tariff - Sign Online 8 Gas / Monthly Direct Debit Meter: G4A05255734001				
01/11/10 19298 Estimate	03/01/11 20001 Estimate	Calorific Value 39.200 703 (cubic metres) = 7828 kWh	first 786 at 7.362p next 7042 at 2.477p	£57.87 £174.43
PC* 03/01/11 20001 Estimate	11/05/11 21260 Actual	Calorific Value 39.300 1259 (cubic metres) = 14055 kWh	first 1511 at 7.362p next 12544 at 2.788p	£111.24 £349.73
Cost of gas used this period				£693.27
VAT at 5% on £693.27				+ £34.66
Total gas charges this period				£727.93

'M' Number 3367879101
Correction Factor 1.022640

Your meter reading

*** Price Change**
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

How your Direct Debit account adds up

Your Direct Debit account	Electricity account	Gas account
Balance on last bill	£120.55 credit	£130.62 credit
Account balance before charges	£120.55 credit	£130.62 credit

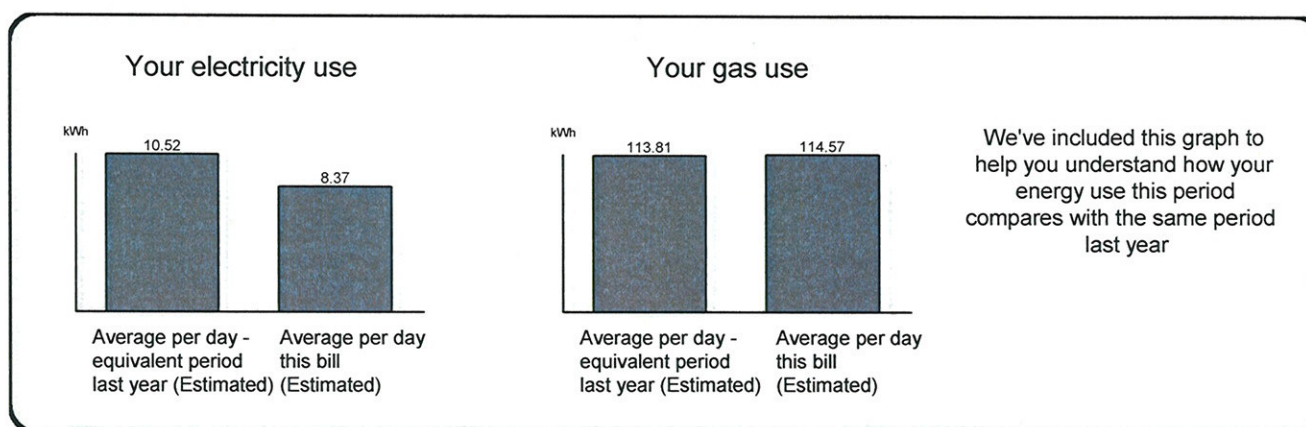
This bill	Electricity account	Gas account
Account balance before charges	£120.55 credit	£130.62 credit
Total energy charges this period	£222.90 debit	£727.93 debit
Payments received with thanks (or transfers)	£126.84 credit	£374.16 credit
Account balance for information	£24.49 credit	£223.15 debit
For information only <small>This is your account balance</small>	£198.66 debit	

How we worked out your new payment

Your personal account review	Electricity account	Gas account
Estimated electricity units 365 at 16.090p	£58.73	—
Estimated electricity units 692 at 12.830p	£88.78	—
VAT at 5.00% on £147.51	£7.37	—
Estimated gas units 2289 at 7.362p	—	£168.52
Estimated gas units 4602 at 2.788p	—	£128.30
VAT at 5.0% on £296.82	—	£14.84
Estimated charges over the next 6 months	£154.88	£311.66
Account balance brought forward	£24.49 credit	£223.15 debit
Less payment due on 01/06/2011	£20.00 credit	£59.00 credit
Total	£110.39 debit	£475.81 debit
Divide by 05	£22.07 debit	£95.16 debit
New payment amount (rounded)	£23.00	£96.00
Total new payment	£119.00	

We check your payment amount every six months as we aim to ensure you'll have paid just the right amount by your annual review. We've now adjusted your payment to £119.00, taking your current balance into account in the calculation. We'll take this from your bank account with effect from 01/07/11 or just after.

Your average daily energy use



Your annual consumption and predicted costs

We calculate you use 2,366 kWh of electricity and 26,165 kWh of gas over 12 months. We've used this information, which is based on actual readings where possible, to provide you with the following **estimate** of how much you can expect to pay over the next 12 months.

Predicted electricity cost

Sign Online 8 Electricity / Monthly Direct Debit			
	Units (kWh)	p/kWh (ex VAT)	Amount
24 Hour 1st	726	16.090	£116.81
24 Hour Next	1,640	12.830	£210.41
Annual discount / Alternative reward			-£45.00
Total electricity charges			£282.22
VAT at 5.00%			£14.11
Total predicted electricity charges			£296.33

Predicted gas cost

Sign Online 8 Gas / Monthly Direct Debit			
	Units (kWh)	p/kWh (ex VAT)	Amount
24 Hour 1st	4,558	7.362	£335.56
24 Hour Next	21,607	2.788	£602.40
Annual discount / Alternative reward			-£55.00
Total gas charges			£882.96
VAT at 5.00%			£44.14
Total predicted gas charges			£927.10

Based on the information we have, we estimate you will spend £1223.43 (including VAT at 5%) on electricity and gas over the next 12 months. This is only a prediction, you **don't** need to pay this now. Prices may change and the amount of electricity and gas you use can be affected by such things as the changes in weather and any energy efficiency measures you take.

Want to know more? Go online - npower.com/myenergyuse

MB1100PRINT_L0987892S02P1_656

MR T O'DONNELL
78 GROVE ROAD
HOUNSLOW
MIDDLESEX
TW3 3PT

812

S

Your account number
065 6474 7309



Customer Service
Go online: npower.com
UK only call centres
8am-8pm Mon-Fri,
8am-6pm Sat

0845 672 0073

19th November 2010

Your electricity and gas statement

For information only **£251.17 credit**
This is your account balance

Including your Direct Debit discount of £100.00

Your new payment is **£79.00**

Your payment amount has been assessed against your consumption and a new payment amount calculated.



Your usage has been calculated using **ESTIMATED** meter readings. Go online and send us an up to date meter reading.

npower.com/meterread

Or call 0800 028 4361



EMERGENCIES

Smell gas? Call National Grid: 0800 111 999
Powercuts. Your local electricity distributor is southern electricity: 0800 072 7282

Take a closer look at the figures on page 3

Happy anniversary!

It's good to say thank you, but we think it's even more important to show you that we mean it! That's why if you look at your statement you will see that your Direct Debit reward was applied to your account on your anniversary!

Help us get your bills just right

You can give us your own meter reading at any time. Go online to npower.com/meterread or call our 24-hour meter reading service on 0800 028 4361.

Need to ring us?

You may prefer to call when our lines are least busy, between 12pm and 4pm Monday to Friday.



5057

This is not a tax invoice
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Electricity summary

Electricity account **06564348257**

Last reading	This reading	Electricity units used	Cost split	Charges
Tariff - Sign Online 8 Electricity / Monthly Direct Debit Meter: F99C96389				
24 Hour	03/05/10 25341 Estimate	06/05/10 25349 Estimate	8 kWh	first 6 at 12.420p next 2 at 11.230p
24 Hour	PC* 06/05/10 25349 Estimate	11/08/10 25603 Actual	254 kWh	
24 Hour	11/08/10 25603 Actual	14/09/10 25816 Actual	213 kWh	
24 Hour	14/09/10 25816 Actual	01/11/10 26151 Estimate	335 kWh	first 354 at 13.190p next 448 at 12.580p
Your Supply Number				Cost of electricity used this period
S 01 801 100				£104.02
20 00002801299				Dual Fuel Discount
				- £47.08
				Subtotal (excluding VAT)
				+ £56.94
				VAT at 5.0% on £56.94
				+ £2.84
Total electricity charges this period				£59.78

Your meter reading

*** Price Change**
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

Gas summary

Gas account **06564747296**

Last reading	This reading	Gas used	Cost split	Charges
Tariff - Sign Online 8 Gas / Monthly Direct Debit Meter: G4A05255734001				
03/05/10 18981 Estimate	06/05/10 18983 Estimate	Calorific Value 39.300 2 (cubic metres) = 22 kWh	first 22 at 6.110p	£1.34
PC* 06/05/10 18983 Estimate	11/08/10 19033 Actual	Calorific Value 39.300 50 (cubic metres) = 558 kWh		
11/08/10 19033 Actual	01/11/10 19298 Estimate	Calorific Value 39.400 265 (cubic metres) = 2966 kWh	first 2224 at 7.362p next 1300 at 2.477p	£163.73 £32.20
'M' Number				Cost of gas used this period
Correction Factor				£197.27
3367879101				Dual Fuel Discount
1.022640				- £52.92
				Subtotal (excluding VAT)
				+ £144.35
				VAT at 5% on £144.35
				+ £7.21
Total gas charges this period				£151.56

Your meter reading

*** Price Change**
Please note - there's been a price change during this bill period. We've split your fuel usage over the different prices.

How your Direct Debit account adds up

Your Direct Debit account	Electricity account	Gas account
Balance on last bill	£2.67 debit	£140.82 debit
Account balance before charges	£2.67 debit	£140.82 debit

This bill	Electricity account	Gas account
Account balance before charges	£2.67 debit	£140.82 debit
Total energy charges this period	£59.78 debit	£151.56 debit
Payments received with thanks (or transfers)	£183.00 credit	£423.00 credit
Account balance for information	£120.55 credit	£130.62 credit
For information only <small>This is your account balance</small>	£251.17 credit	

How we worked out your new payment

Your personal account review	Electricity account	Gas account
Estimated electricity units 728 at 13.190p	£96.02	—
Estimated electricity units 1993 at 12.580p	£250.72	—
VAT at 5.00% on £346.74	£17.33	—
Estimated gas units 4570 at 7.362p	—	£336.44
Estimated gas units 19271 at 2.477p	—	£477.34
	See overleaf	

Your personal account review	Electricity account	Gas account
VAT at 5.0% on £813.78	—	£40.68
Estimated charges over the next 12 months	£364.07	£854.46
Account balance brought forward	£120.55 credit	£130.62 credit
Less payment due on 01/12/2010	£31.00 credit	£75.00 credit
Total	£212.52 debit	£648.84 debit
Divide by 11	£19.32 debit	£58.98 debit
New payment amount (rounded)	£20.00	£59.00
Total new payment	£79.00	

We check your payment amount every six months as we aim to ensure you'll have paid just the right amount by your annual review. We've now adjusted your payment to £79.00, taking your current balance into account in the calculation. We'll take this from your bank account with effect from 04/01/11 or just after.

Your average daily consumption

Electricity		Gas	
	4.45 kWh	This Bill	
Average per day (Estimated)			Average per day (Estimated)
	6.92 kWh	This Bill Last Year	
Average per day - equivalent period last year (Actual)			Average per day - equivalent period last year (Estimated)

We've included this graph to help you understand how your energy usage this period compares to the same period last year.

Your annual consumption and predicted costs

We calculate you use 2,721 kWh of electricity and 23,841 kWh of gas over 12 months. We've used this information, which is based on actual readings where possible, to provide you with the following estimate of how much you can expect to pay over the next 12 months.

Predicted electricity cost

Sign Online 8 Electricity / Monthly Direct Debit		
Units (kWh)	p/kWh (ex VAT)	Amount
24 Hour 1st	728	13.190
24 Hour Next	1,993	12.580
Annual discount / Alternative reward		-£45.00
Total electricity charges		£301.74
VAT at 5.00%		£15.08
Total predicted electricity charges		£316.82

Predicted gas cost

Sign Online 8 Gas / Monthly Direct Debit		
Units (kWh)	p/kWh (ex VAT)	Amount
24 Hour 1st	4,570	7.362
24 Hour Next	19,271	2.477
Annual discount / Alternative reward		-£55.00
Total gas charges		£758.78
VAT at 5.00%		£37.93
Total predicted gas charges		£796.71

Based on the information we have, we estimate you will spend £1113.53 (including VAT at 5%) on electricity and gas over the next 12 months. This is only a prediction, you don't need to pay this now. Prices may change and the amount of electricity and gas you use can be affected by such things as the changes in weather and any energy efficiency measures you take. We've enclosed a copy of the terms that apply to your tariff. You're entitled to change your energy supplier. Want to know more? Go online - npower.com/myenergyuse