

Richard Herbert
38 BIRCH GREEN
HERTFORD
HERTFORDSHIRE
SG14 2LU

Account number: 6663483
My OVO ID: 102425368
Statement date: 25 April 2018
Statement number: 235963403

Your statement

Hello Richard,

You can see more information about your tariff on page two of this bill.

Could you pay less?



For electricity...

Based on your OVO tariff and energy use (including any discounts and VAT, excluding any add-ons), we think your electricity will cost you **£277.57*** for the next 12 months - this is called your personal projection.

Our cheapest similar electricity tariff

Simpler Energy

You're already on our cheapest similar tariff

Our cheapest overall electricity tariff

Lumo Energy App-Only Fixed

You could save: £80.38**



For gas...

Based on your OVO tariff and energy use (including any discounts and VAT, excluding any add-ons), we think your gas will cost you **£444.54*** for the next 12 months - this is called your personal projection.

Our cheapest similar gas tariff

Simpler Energy

You're already on our cheapest similar tariff

Our cheapest overall gas tariff

Lumo Energy App-Only Fixed

You could save: £115.56**

Some of these tariffs may be provided by Lumo Energy - a sister brand of OVO Energy (OVO). You will be required to manage your account entirely via their smartphone app. This tariff is only available if you don't already have a smart meter, and agree to have one installed. If you want to move to one of these tariffs you'll need to initiate the switch yourself via their website (www.lumoapp.co.uk) or smartphone app. The switch will take an average of 21 days to occur.

*If you switch tariffs or are on our variable rate, your prices and personal projection could change.

**This tariff might be subject to materially different terms and conditions, eligibility criteria, or may only be available for a limited period of time. If you want to change your tariff to one that requires a different meter from what you currently have, we might have to exchange your meter (there may be a fee for this service). If you have outstanding charges, you might be able to carry those charges over if you ever switch suppliers (in accordance with the Debt Assignment Protocol).

Remember - it might be worth thinking about switching your tariff or supplier.

Send us your meter readings

If you haven't got a smart meter, please could you submit regular readings to help make sure your statements are as accurate as possible. It's quick and simple to do! You can log into **My OVO** using your **My OVO ID 102425368** and enter your readings directly. Please include any zeros at the start of the reading, but no numbers in red or after the decimal point. Failure to submit regular meter readings could affect accuracy of your statements so don't delay!

You can use the info below to help you compare the tariff you're on with another (from OVO or any other supplier).

About your electricity tariff: (MPAN) 1900022036717

Tariff name Simpler Energy

Payment method None Available

Tariff ends on Not applicable

Exit fees (if you cancel this tariff before the end date) Not applicable

Assumed annual consumption 1033 kWh

About your gas tariff: (MPRN) 0641802008

Tariff name Simpler Energy

Payment method None Available

Tariff ends on Not applicable

Exit fees (if you cancel this tariff before the end date) Not applicable

Assumed annual consumption 8682 kWh

Do you know how much energy you use each month?

For this bill period you have used **Compared to the same period last year**

Gas 880kWh

Gas 999kWh

Based on actual readings where provided

Compare your rates

Just scan this QR code using your smart phone and an app from a reputable quote comparison provider. Scanning the QR code will show you comparable prices from other energy companies, based on your previous energy usage.



All charges and estimated costs include VAT. This may be different to the way they are shown on your statements. If you're on a variable rate plan, your unit rates and standing charges may go up or down in the future. Your assumed annual consumption is based on estimated usage over a 12 month period.

Your charges for the period of 23 March 2018 to 21 April 2018

Your charges split by fuel type

Electricity	£20.13
Gas	£38.14
Subtotal	£58.27

Total charges before VAT at 5%	£58.27
VAT at 5%	£2.92

Total new charges	£61.19 debit
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Your new balance	£61.19 debit
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All prices exclude VAT, which is charged at 5%, except for the sections marked with an asterisk.

* Charged at 20% VAT ** Charged at 0% VAT

18 LEICESTER CLOSE
WORCESTER PARK
KT4 8TJ

S	01	801	300
	19	0002 2036	717

Meter Point Administration Number
Meter Serial Number (MSN)
Tariff

1900022036717
D0098548
Simpler Energy

Charge period from **23 March 2018** to **21 April 2018**

Meter readings - Anytime

Estimated Reading:	22 March 2018	23250
Estimated Reading:	21 April 2018	23333
Meter units used in the charge period		83

Price £/kWh	£0.1435	kWh used	83
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Cost of electricity used:	£11.91
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Standing charge for 30 Days @ £0.2740	£8.22
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Cost of electricity supplied. Total (excluding VAT)	£20.13
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18 LEICESTER CLOSE
WORCESTER PARK
KT4 8TJ

Meter Point Reference Number

0641802008

Meter Serial Number (MSN)

S233477

Tariff

Simpler Energy

Charge period from **23 March 2018** to **21 April 2018**

Meter readings:

Estimated Reading	22 March 2018	2993
Estimated Reading	21 April 2018	3021
Meter units used in the charge period		28

Price £/kWh	£0.0340	kWh used	880
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Cost of gas used	£29.92
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Standing charge for 30 Days @ £0.2740	£8.22
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Cost of gas supplied. Total (excluding VAT)	£38.14
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Definitions

Volume conversion factor: this is when we convert your meter units to metric. If you have an imperial meter this will be 2.83, and if you have a metric meter this will be 1.

Volume correction: gas regulations require us to take into account the changes in your volume of gas based on temperature and pressure. We use the industry standard correction factor of 1.02264.

Calorific value: the measurement of the energy content of gas, which varies throughout the year.

Convert to kWh: this is the final stage of the process where we divide the answer by 3.6 to give the number of kilowatt-hours.

Formula

We converted your gas units to kWh for **23 March 2018 - 21 April 2018** using the following:

Meter units		28
Volume conversion factor	x	2.83
Metric units		79
Volume correction	x	1.02264
Calorific value	x	39.1
Convert to kWh	÷	3.6
kWh used		880

Got a question about your statement? Call 0800 5999 440.

Gas emergencies

If you smell gas or think you have a gas leak:

- Open all doors and windows to let the gas escape.
- Don't turn light switches on or off, use doorbells, mobile phones or naked flames.
- Check your gas appliances are switched off.
- Call the 24-hour national Gas Emergency Hotline on 0800 111 999.

If you're worried that carbon monoxide fumes are escaping from your gas appliance, or if you have issues with your meter, call the 24-hour national Gas Emergency Hotline.

Your gas distribution

Your gas is supplied through a network of pipes owned by your Gas Transporter (GT). The industry regulator, Ofgem (Office of Gas and Electricity Markets), sets guaranteed standards of performance for all GTs.

Contacting your local electricity network

If your power goes down, or you have to move your meter or upgrade your supply, you will need to contact your Local Network Operator. To get through to the correct network operator for your area, call 105 free of charge. Your network operator is: UK Power Networks

If you need to write to them, their postal address is: Projects Gateway, UK Power Networks (Operations) Ltd, Metropolitan House Darkes Lane, POTTERS BAR, HERTFORDSHIRE

For more info, visit www.ovoenergy.com/guides/energy-guides/dno.html

Our energy sources

The energy we supply to you comes from a number of sources.
You can find out more at: www.ovoenergy.com/our-energy/our-energy-sources.

Energy Source	OVO Energy	National Average*
Coal	0.00%	8.50%
Gas	35.30%	44.10%
Nuclear	0.00%	21.00%
Renewables	64.70%	24.20%
Other	0.00%	2.20%
CO2 g/kWh	127	249

*Source: Department for Business, Energy & Industrial Strategy (BEIS)

It's easy to get free, independent advice so that you know your rights as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To **know your rights** visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06. You can also call us to get a copy of the leaflet posted. Also, so you can save money on your bills, you might want to think about cutting your energy use - to help you with this, get in touch with the Centre for Sustainable Energy on 0800 408 6601.

Complaints

Customer service really matters to us. If you're disappointed, we want to put things right the first time you contact us. Let us know by email, phone, letter, **online form** (using the link below) or you can drop in to see us.

Here's our complaints process:

- We'll aim to solve your complaint in 5 working days.
- If it's more complex, we'll aim to resolve your complaint within 8 weeks.
- After 8 weeks, or if you're not happy with our response you can go to the energy Ombudsman.

If we haven't resolved your complaint after 8 weeks, we'll send you a letter and keep working on your complaint. Our final response is called a deadlock letter and we'll send it when we've done everything we can, this can be earlier than 8 weeks.

The energy Ombudsman are an independent organisation who investigate complaints for free. You can visit www.ombudsman-services.org or call 0330 440 1624 to contact them. What they decide is legally binding for us, but not for you.

You can find our detailed process and online form here: www.ovoenergy.com/help/feedback.