



OVO Energy
1 Rivergate, Temple Quay, Bristol, BS1 6ED
hello@ovoenergy.com
ovoenergy.com

Bob Marley
12 Heaven Street
Kingstown
12345

Date: 5/10/2017
Account Number: 11112222
My OVO ID: myOvo999

Your OVO contract.

Hello Bob,

Here's a copy of your OVO contract

The next page shows everything we agreed about your energy, so please keep it safe.

Any questions? Visit OVO Answers on <https://www.ovoenergy.com/ovo-answers>

Thanks,
The OVO Team

Impartial advice

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.

Something not right?

Customer service really matters to us. If you're disappointed, we want to put things right the first time you contact us. Here's our complaints process:

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

You can find our detailed process here: <https://www.ovoenergy.com/help/feedback>.

Your plan overview

Legal agreement - please check carefully

If any details are incorrect, please contact us within seven working days.

If you change your mind

If you're on one of our fixed rate plans and your plan started after 26th June 2016, we'll charge you £30 for each fuel if you leave after your 14-day cooling-off period. If you signed up before 26th June 2016 or you're on Simpler (our variable rate plan), you can leave at any time without exit fees.

Contacting your local 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. For more info, visit <https://www.ovoenergy.com/guides/energy-guides/dno.html>

Emergencies

If you smell gas or think you have a 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

How green are we?

To see where your energy comes from, just go to: www.ovoenergy.com/where-does-ovo-get-electricity-from.html

A copy of our T&Cs can be found here: www.ovoenergy.com/terms

Important info

Account number	1234567
Date of contract	23 August 2017
Tariff name	Greener Energy Online
Cool-off period ends	29 December 2017
Supply switch over date	21 August 2017
My OVO ID	123412341
Electricity supply number (MPAN)	203945729475
Gas supply number (MPAN)	57293847

About you

Name on agreement	Zsolt Balvanyos
Contact address	33 Nottingham Hill Gate Kensington London W11 3JQ
Phone number	077 1234 4321
Email address	email@email.com
Communications preference	Online communication - Free

How you'll pay

Payment method	Monthly Direct Debit in advance
First payment	01 January 2018
Payment amount	£100.00

Your electricity supply

Electricity agreement	12 month fixed contract from 23/12/2017
Electricity supply address	33 Nottingham Hill Gate Kensington, London, W11 3JQ
Electricity standing charge (p/day)	27.40p per day
Electricity unit charge (p/kWh)	15.60p per kWh

Your gas supply

Gas agreement	12 month fixed contract from 23/12/2017
Gas supply address	33 Nottingham Hill Gate Kensington, London, W11 3JQ
Gas standing charge (p/day)	27.40p per day
Gas unit charge (p/kWh)	3.17p per kWh

All prices exclude VAT, charged at 5% for domestic customers.