



Account number

2431004

Date generated

4th December 2020

Mr Greg Mills
8 Brampton Court
Ray Park Avenue
Maidenhead
SL6 8EA

Your energy charges for 5th Oct - 4th Nov 2020

Summary of charges

| | |
|----------------------|---------------|
| Cost of electricity | £62.33 |
| Cost of gas | £32.88 |
| Interest Reward | -£0.85 |
| VAT 5% of £94.36 | £4.72 |
| Total charges | £99.08 |

Your balance

Starting balance
£222.39 in credit
5th October

Direct Debit 5th October +£100.00 in

Total charges **£99.08 out**

Closing balance
£223.31 in credit
4th November

How is your balance calculated?

You pay into your account every month by Direct Debit. Charges for energy use and any upgrades are deducted from your balance daily. To see your up-to-date balance, log in to your online account at my.ovoenergy.com/login



Supply address 8
BRAMPTON COURT
RAY PARK AVENUE
MAIDENHEAD
BERKSHIRE
SL68EA

Meter Serial Number K93C08288

MPAN 2000004732966

| | | | |
|---|----|------|----------|
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| | 20 | 0000 | 4732 966 |

Electricity in detail 5th Oct - 4th Nov 2020

Detailed charges

| | | |
|----------------------------|-------------------------|---------------|
| Energy use | 355.000 kWh at 15.64p | £55.52 |
| Standing charge | 31 days at 21.97p a day | £6.81 |
| Cost of electricity | | £62.33 |

Meter readings

| | | |
|---------------------------------|-----------|--------------------|
| Opening read on 5th October | Estimated | 56596.000 |
| 13th October | You gave | 56690.000 |
| Closing read as of 4th November | Estimated | 56951.000 |
| Total units | | 355.000 kWh |

Your electricity tariff

| | |
|----------------------------|---------------------------------|
| Plan name | Better Energy 15 Apr 2020 |
| Payment method | Direct Debit |
| Unit rate | 15.64p per kWh |
| Standing charge | 21.97p a day |
| Contract start date | 26th April 2020 |
| Contract end date | 25th April 2021 |
| Exit fee | £30.00 if you end your contract |

A kilowatt hour (kWh) is a measure of how much energy you're using. Find out more: www.ovoenergy.com/guides/energy-guides/what-is-a-kwh-kw-and-kwh-explained.html

For comparison, in the same period a year ago, you used 264.488 kWh.

Supply address 8 BRAMPTON COURT
RAY PARK AVENUE
MAIDENHEAD
SL68EA

Meter Serial Number G4A00844230801

MPRN 3364697405

Gas in detail 5th Oct - 4th Nov 2020

Detailed charges

| | | |
|--------------------|-------------------------|---------------|
| Energy use | 767.974 kWh at 3.23p | £24.81 |
| Standing charge | 31 days at 26.04p a day | £8.07 |
| Cost of gas | | £32.88 |

Meter readings

| | | |
|---------------------------------|-----------|--------------------|
| Opening read on 5th October | Estimated | 11384.000 |
| 13th October | You gave | 11397.000 |
| Closing read as of 4th November | Estimated | 11453.000 |
| Metered volume | | 69.000 |
| Total units | | 767.974 kWh |

Your gas tariff

| | |
|----------------------------|---------------------------------|
| Plan name | Better Energy 15 Apr 2020 |
| Payment method | Direct Debit |
| Unit rate | 3.23p per kWh |
| Standing charge | 26.04p a day |
| Contract start date | 26th April 2020 |
| Contract end date | 25th April 2021 |
| Exit fee | £30.00 if you end your contract |

We convert your metered gas units to kWh using the following formula:

Metered volume × metric conversion factor¹ × daily calorific value² × 1.02264 (volume correction) ÷ 3.6 = kilowatt hours (kWh) used.

¹ We convert the gas use into kWh according to your meter type – 2.83 (imperial) or 1 (metric).

² The calorific value of gas changes every day and can range from 37.5 to 43.0. To find out calorific values used to calculate your charges you can visit:
www.nationalgridgas.com/data-and-operations/calorific-value-cv



Scan this QR code to compare prices from other energy companies based on your previous energy usage.

Useful information

Gas emergencies

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

- Open all doors and windows to let the gas out.
- Don't turn light switches on or off.
- Don't use doorbells, mobile phones or naked flames.
- Check that all your gas appliances are switched off.

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 on **0800 111 999**.

Contacting your local electricity network

If your power goes down, or you have to move your meter or upgrade your energy supply, you'll need to contact your local network operator by calling **105** free of charge.

Our energy sources

The energy we supply you with comes from a number of sources.

| Source | OVO Energy | National average |
|-------------------|------------|------------------|
| Coal | 0.0% | 3.9% |
| Natural Gas | 48.1% | 39.4% |
| Nuclear | 0.0% | 16.6% |
| Renewables | 51.9% | 37.9% |
| Other | 0.0% | 2.2% |
| CO2 g/kWh | 178 | 198 |
| Radioactive g/kWh | 0.0000 | 0.0012 |

Find out more at www.ovoenergy.com/ovo-fuel-mix.

Got an energy problem?

Citizens Advice is the official source of free and independent energy advice and support. Get in touch for help with bills or meters, for example, or if you're struggling to pay for your energy use.

Go to www.citizensadvice.org.uk/energy or call us on **03454 04 05 06**. Calls are charged at your normal rate.

Complaints

Good customer service really matters to us and we want to put things right for you the first time you get in touch. Contact us by email, phone, letter, online form or even drop in to see us.

Here's our complaints process:

- We aim to sort things out for you in 5 working days.
- If it's more complex, we'll aim to sort it out within 8 weeks.
- If we haven't been able to sort things out after 8 weeks, we'll let you know by letter – but will keep trying. After that our final response is a deadlock letter which we only send when we've done everything we can.
- After 8 weeks, or if you're not happy with our response, you can go to the Energy Ombudsman.

The Energy Ombudsman is an independent organisation that investigates complaints for free.

Visit www.ombudsman-services.org or call on **0330 440 1624**. Its decisions are legally binding for us, but not for you.

For more info and our online form visit: www.ovoenergy.com/help/feedback.