

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

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

Summary of charges

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

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

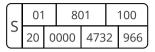
BRAMPTON COURT RAY PARK AVENUE MAIDENHEAD BERKSHIRE SL68EA

Meter Serial Number

K93C08288

MPAN

2000004732966



Electricity in detail 5th Oct - 4th Nov 2020

Detailed charges

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

Meter readings

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

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/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

£30.00 if you end your contract

MPRN

Exit fee

3364697405



Detailed charges

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

Meter readings

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

Your gas tariff

Better Energy 15 Apr 2020	
Direct Debit	
3.23p per kWh	
26.04p a day	
26th April 2020	
25th April 2021	

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

Metered volume \times metric conversion factor¹ \times daily calorific value² \times 1.02264 (volume correction) \div 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 <u>www.ombudsman-services.org</u> 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.