

Got a question?

Head to

[www.ovoenergy.com/help-info](http://www.ovoenergy.com/help-info)

Or call 0800 5999 440

(8am-8pm Mon-Fri, 9am-5pm Sat)

[www.ovoenergy.com](http://www.ovoenergy.com)

Mr M Besta & Mrs S Ravindra  
56 FARROW AVENUE  
PETERBOROUGH  
PE7 8HT

Account number: **3154801**  
My OVO ID: **101186855**

Statement number: **227390240**  
Statement date: **12 December 2016**

### Could you pay less?

#### For electricity...

Based on your current tariff and energy use (including any discounts and VAT), we think your electricity will cost you **£412.69\*** for the next 12 months - this is called your personal projection.

#### Our cheapest similar electricity tariff

Better Energy (all online)

You're already on our cheapest similar tariff

#### Our cheapest overall electricity tariff

Better Energy (all online)

You're already on our cheapest overall tariff

Peterborough Energy has partnered with OVO Energy (OVO) to be able to supply your energy. OVO will collect your payments on behalf of Peterborough Energy, so you will see OVO Energy on your bank statements. If your account goes into debt, Peterborough Energy and OVO will work together to help you pay it back, so you may be contacted by OVO in this case.

\*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 T&Cs, 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.

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

### Impartial advice and info on switching

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](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

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.

# Your Statement at a glance

## Your charges for the period of 12 November 2016 to 11 December 2016

Your balance brought forward from your previous statement	£189.67 CR
<b>Your charges split by fuel type</b>	
Electricity	£30.66
<b>Subtotal</b>	<b>£30.66</b>
<b>Other transactions</b>	
Ovo Interest Reward	£0.47 CR
Your online discount	£2.35 CR
<b>Subtotal</b>	<b>£2.82 CR</b>
Total charges before VAT at 5%	£27.84
VAT at 5%	£1.39
<b>Total New Charges</b>	<b>£29.23 DR</b>
DD Receipt: 5 December 2016 thank you	£72.00 CR
<b>Your new balance</b>	<b>£232.44 CR</b>

All prices exclude VAT charged at 5% for domestic customers (except for the bits marked with an asterisk)

\* Charged at 20% VAT

\*\* Charged at 0% VAT

## About your tariff

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) 1030071696522

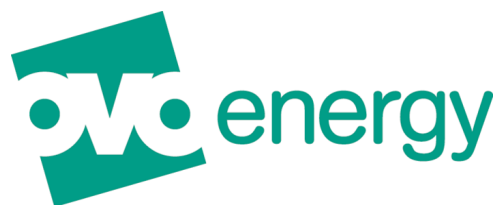
<b>Tariff name</b>	Better Energy (all online)
<b>Payment method</b>	Direct Debit
<b>Tariff ends on</b>	02 August 2017
<b>Exit fees</b> (if you cancel this tariff before the end date)	£30.00
<b>Assumed annual consumption</b>	2612 kWh

*Estimated costs include all added charges, discounts and VAT. They are based on your current tariff and our current prices. Your assumed annual consumption is based on estimated usage over a 12 month period*

## 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.





OVO energy  
1 Rivergate  
Temple Quay  
Bristol BS1 6ED

hello@ovoenergy.com  
www.ovoenergy.com

## About your TCR

### Medium user

#### Electricity

**Estimated annual cost** £445.75

**Tariff Comparison Rate (TCR)** 14.38 p/kWh

The TCR is a rate per kWh that allows you to compare your tariff to other tariffs by taking account of the unit rate and standing charge. It is based on a typical or average user of electricity or gas - it's not based on your personal usage (so please just use it as a guide). Want more info on our tariffs or how TCRs are calculated? Go to [www.ovoenergy.com/help-info/energy-guides/tcr](http://www.ovoenergy.com/help-info/energy-guides/tcr).

#### kWh

This stands for kilowatt-hour - the unit used to measure energy use. 1 kWh will power a 40 watt light bulb for 25 hours.

## Do you know how much energy you use each month?

**For this bill period you have used**

**Electricity 197kWh**

These figures have been based on estimated meter readings.

**Compared to the same period last year**

**Electricity 293kWh**

## Gas emergency

### What to do in an emergency

If you smell gas or think there's a gas leak:

- Call **0800 111 999** to report it
- Do not smoke or strike matches
- Do not turn electrical switches on/off
- Open doors and windows
- Turn the gas off at the meter control valve

## Send us your meter readings!

If you haven't got a Smart meter, don't forget to 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 101186855** and enter your readings directly.

## Customer Care

### 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](http://www.ovoenergy.com/our-energy/our-energy-sources).

Energy Source	Ovo Energy	National Average*
Coal	0.00%	26.70%
Natural gas	84.60%	29.70%
Nuclear	0.00%	22.30%
Renewables	15.40%	19.30%
Other	0.00%	2.10%
CO2 g/kWh	321 0.0000	360

\* Source: Department of Energy and Climate Change (DECC)

### 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.

### Local Network Operators

From time to time you may need to contact your Local Network Operator. You'll need to get in touch with them if you have a power outage, if your meter board or main fuse has been moved, or if you have to upgrade your supply.

Here's the number for your Local Network Operator: 0800 316 3105

### Telling us you're not happy

If we ever make a mistake or do something wrong, we want to know about it straight away so we can fix it, sharpish - if we can, the very first time we hear from you.

Here's how it works:

#### First things first...

Tell our friendly, Bristol-based Customer Care team what's gone wrong. You can call us on 0800 5999 440, email us at [hello@ovoenergy.com](mailto:hello@ovoenergy.com), fill in our online [I'm not happy](#) form, write us a letter - or even drop in to see us. Once we know what's happened, we'll do everything we can to put it right within five working days.

#### If you're still not happy...

Our Complaints team will pick things up for you. They'll talk to you a bit more about what's going on and work with you to sort it out.

#### Then if you're still not happy, the Energy Ombudsman can help...

Getting our final response (sometimes called a deadlock letter), means we haven't been able to resolve things for you. In it, we'll recap what's happened and what we've suggested - and give you contact details for the Energy Ombudsman. They're an independent organisation who you can ask to pick things up for you, for free. If they decide that we should do something for you, we legally have to do it (but if they think there's something you should do, you don't have to go with their decision).

## Electricity Used

56 FARROW AVENUE  
PETERBOROUGH  
PE7 8HT

S	01	801	003
	10	3007 1696	522

Meter Point Administration Number

1030071696522

Meter Serial Number

15K0127258

Tariff

Better Energy (all online)

Charge period from 12 November 2016 to 11 December 2016

### Meter readings - Anytime

Estimated Reading:	11 November 2016	00980
Estimated Reading:	11 December 2016	01177

Price £/kWh	0.1139	kWh used	197
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Cost of electricity used:	£22.44
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Standing charge for 30 Days @ £0.2740	£8.22
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Cost of electricity supplied. Total (excluding VAT)	£30.66
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