

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

Account number: 3154801  
My OVO ID: 101186855  
Statement date: 12 June 2018  
Statement number: 236950364

## Your statement

Hello Murali,

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 **£415.06\*** for the next 12 months - this is called your personal projection.

##### **Our cheapest similar electricity tariff**

Simpler Energy (all online)

You're already on our cheapest similar tariff

##### **Our cheapest overall electricity tariff**

Lumo Energy App-Only Fixed

You could save: £57.33\*\*



#### 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 **£1,092.52\*** for the next 12 months - this is called your personal projection.

##### **Our cheapest similar gas tariff**

Simpler Energy (all online)

You're already on our cheapest similar tariff

##### **Our cheapest overall gas tariff**

Lumo Energy App-Only Fixed

You could save: £127.30\*\*

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](http://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 101186855** 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) 1030071696522

<b>Tariff name</b>	Simpler Energy (all online)
<b>Payment method</b>	Direct Debit
<b>Tariff ends on</b>	Not applicable
<b>Exit fees</b> (if you cancel this tariff before the end date)	Not applicable
<b>Assumed annual consumption</b>	2114 kWh

## About your gas tariff: (MPRN) 7649635910

<b>Tariff name</b>	Simpler Energy (all online)
<b>Payment method</b>	Direct Debit
<b>Tariff ends on</b>	Not applicable
<b>Exit fees</b> (if you cancel this tariff before the end date)	Not applicable
<b>Assumed annual consumption</b>	28335 kWh

## Do you know how much energy you use?

**Bill period: 10 May to 09 June**

For this bill period you have used	Compared to the same period a year ago
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Electricity 134 kWh	Electricity 118 kWh
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Gas 761 kWh	Gas 879 kWh
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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 statement at a glance

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## Your charges for the period of 10 May 2018 to 09 June 2018

Your balance brought forward from your previous statement £142.49 debit

### Your charges split by fuel type

Electricity £27.31

Gas £33.53

**Subtotal £60.84**

### Other transactions

Your online discount £4.86 credit

**Subtotal £4.86 credit**

Total charges before VAT at 5% £55.98

VAT at 5% £2.81

**Total new charges £58.79 debit**

**DD Receipt: 5 June 2018 thank you £85.00 credit**

**Your new balance £116.28 debit**

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

56 FARROW AVENUE  
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S	01	801	003
	10	3007 1696	522

Meter Point Administration Number  
Meter Serial Number (MSN)  
Tariff

1030071696522  
17P7113385  
Simpler Energy (all online)

Charge period from **10 May 2018** to **9 June 2018**

#### Meter readings - Anytime

Reading:	9 May 2018	0000708
Estimated Reading:	7 June 2018	0000834
Meter units used in the charge period		126

Price £/kWh	£0.1396	kWh used	126
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Cost of electricity used:	£17.59
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#### Meter readings - Anytime

Estimated Reading:	7 June 2018	0000834
Estimated Reading:	9 June 2018	0000842
Meter units used in the charge period		8

Price £/kWh	£0.1532	kWh used	8
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Cost of electricity used:	£1.22
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Standing charge for 31 Days @ £0.2740	£8.50
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Cost of electricity supplied. Total (excluding VAT)	£27.31
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56 FARROW AVENUE  
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Meter Point Reference Number

7649635910

Meter Serial Number (MSN)

G4P71248611700

Tariff

Simpler Energy (all online)

Charge period from 10 May 2018 to 9 June 2018

**Meter readings:**

Reading	9 May 2018	625
Estimated Reading	7 June 2018	689
Meter units used in the charge period		64

Price £/kWh	£0.0328	kWh used	712
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Cost of gas used	£23.35
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**Meter readings:**

Estimated Reading	7 June 2018	689
Reading	9 June 2018	693
Meter units used in the charge period		4

Price £/kWh	£0.0342	kWh used	49
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Cost of gas used	£1.68
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Standing charge for 31 Days @ £0.2740	£8.50
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Cost of gas supplied. Total (excluding VAT)	£33.53
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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

The calculation below is an example for a metric meter. To convert your own usage to kWh you'll need to use the figures shown on your 'gas used' page. There are two types of meters, an imperial with a 4 numbered meter reading or a metric that will show 5.

Where there has been a change in meter type, a change in calorific value, or we have more than one reading for you during this bill period; the calculation below will be done for each.

Check out our <https://www.ovoenergy.com/help/energy-bills-explained> for more information about your bill.

Meter units		1
Volume conversion factor	x	1
Metric units		1
Volume correction	x	1.02264
Calorific value	x	39.4
Convert to kWh	÷	3.6
<b>kWh used</b>		<b>11</b>

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](http://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](http://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 important to know your rights when it comes to energy. You can get free, independent advice from Citizens Advice if you need any help. For example, we can help answer questions about your bills or meter, and check if you can get discounts, grants or a cheaper tariff. Visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) or contact the consumer helpline on 03454 04 05 06 to find out more.

## 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](http://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](http://www.ovoenergy.com/help/feedback).