

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

Account number: 3154801
My OVO ID: 101186855
Statement date: 13 September 2017
Statement number: 231833617

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), we think your electricity will cost you **£262.51*** for the next 12 months - this is called your personal projection.

Our cheapest similar electricity tariff

Peterborough Energy Variable

You could save: £13.26**

Our cheapest overall electricity tariff

Peterborough Energy Fixed

You could save: £26.28**

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.



For gas...

Based on your OVO tariff and energy use (including any discounts and VAT), we think your gas will cost you **£577.42*** 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

2 Year Fixed Energy (all online)

You could save: £108.75**

*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 have a prepayment meter and you are changing tariffs, we might have to exchange it for a new 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 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

Tariff name	Simpler Energy (all online)
Payment method	Direct Debit
Tariff ends on	Not applicable
Exit fees (if you cancel this tariff before the end date)	Not applicable
Assumed annual consumption	1279 kWh

About your gas tariff: (MPRN) 7649635910

Tariff name	Simpler Energy (all online)
Payment method	Direct Debit
Tariff ends on	Not applicable
Exit fees (if you cancel this tariff before the end date)	Not applicable
Assumed annual consumption	14588 kWh

Do you know how much energy you use each month?

For this bill period you have used	Compared to the same period last year
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Electricity 310kWh	Electricity 102kWh
Gas 469kWh	Gas 1226kWh

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 12 August 2017 to 11 September 2017

Your balance brought forward from your previous statement £275.26 credit

Your charges split by fuel type

Electricity £51.77

Gas £23.87

Subtotal £75.64

Other transactions

OVO Interest Reward (4%) £0.94 credit

Your online discount £4.86 credit

Subtotal £5.80 credit

Total charges before VAT at 5% £69.84

VAT at 5% £3.49

Total new charges £73.33 debit

DD Receipt: 5 September 2017 thank you £72.00 credit

Your new balance £273.93 credit

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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	10	3007 1696	522

Meter Point Administration Number
Meter Serial Number (MSN)
Tariff

1030071696522
15K0127258
Simpler Energy (all online)

Charge period from **12 August 2017** to **11 September 2017**

Meter readings - Anytime

Estimated Reading	11 August 2017	01434
Actual Reading	08 September 2017	01736
Estimated Reading	11 September 2017	01744
Meter units used in the charge period		310

Price £/kWh	£0.1396	kWh used	310
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Cost of electricity used	£43.28
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Standing charge for 31 Days @ £0.2740	£8.49
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Cost of electricity supplied. Total (excluding VAT)	£51.77
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56 FARROW AVENUE
PETERBOROUGH
PE7 8HT

Meter Point Reference Number

7649635910

Meter Serial Number (MSN)

U6S03207871602

Tariff

Simpler Energy (all online)

Charge period from **12 August 2017** to **11 September 2017**

Meter readings:

Estimated Reading	11 August 2017	1699
Estimated Reading	11 September 2017	1741
Meter units used in the charge period		42

Price £/kWh	£0.0328	kWh used	469
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Cost of gas used	£15.38
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Standing charge for 31 Days @ £0.2740	£8.49
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Cost of gas supplied. Total (excluding VAT)	£23.87
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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

We converted your gas units to kWh for **12 August 2017 - 11 September 2017** using the following:

Meter units		42
Volume conversion factor	x	1
Metric units		42
Volume correction	x	1.02264
Calorific value	x	39.3
Convert to kWh	÷	3.6
kWh used		469

Got a question about your statement? Call 0800 5999 440.

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.

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

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.

Energy Source	OVO Energy	National Average*
Coal	0.00%	17.00%
Natural gas	46.90%	32.30%
Nuclear	00.00%	23.70%
Renewables	53.10%	24.30%
Other	0.00%	2.50.%
CO2 g/kWh	183	290
Radioactive waste	0.0000	0.0017

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

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. 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.

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 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.