



Account number
Date generated

24902052
6th May 2024

Mr Mohamed Hasme Mohamed Haleeldeen
89 NIELD Road
HAYES
UB3 1SQ

Your energy charges for 18th Mar - 17th Apr 2024

Summary of charges

Cost of gas	£171.81
VAT 5% of £171.81	£8.59
Total charges	£180.40

Your balance

Starting balance
£1871.34 in debit
18th March

Direct Debit 2nd April +£246.00 in

Total charges **£180.40 out**

Closing balance
£1805.74 in debit
17th April

How is my balance calculated?

We start with last month's closing balance, then add your payments and deduct your energy costs (and any upgrades). To see your most up-to-date balance, log into your account my.ovoenergy.com/login. Or, if you're Pay As You Go, check your In-Home Display or meter.



Supply address	89 NIELD ROAD HAYES UB31SQ
Meter Serial Number	G4KS0135557161
MPRN	3337097501

Gas in detail 18th Mar - 17th Apr 2024

Detailed charges

Energy use	2610.666 kWh at 6.25p	£163.17
Standing charge	31 days at 27.87p a day	£8.64
Cost of gas		£171.81

Meter readings

Opening read on 18th March	17184.613
Closing read as of 17th April	17418.575
Metered volume	233.962
Total units	2610.666 kWh

Your gas tariff

Plan name	2 Year Fixed 01 February 2024
Payment method	Direct Debit
Unit rate	6.25p per kWh
Standing charge	27.87p a day
Contract start date	10th February 2024
Contract end date	9th February 2026
Exit fee	£95.00 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 electricity sources

Here's what our fuel mix looked like for the OVO Group between 1 April 2022 and 31 March 2023. Find out more at ovoenergy.com/ovo-fuel-mix.

Source	OVO Group	National average
Coal	0.0%	3.4%
Natural Gas	55.2%	39.3%
Nuclear	0.0%	13.9%
Renewables	44.8%	40.8%
Other	0.0%	2.6%
CO2 g/kWh	205	186
Radioactive g/kWh	0	0.0010

Get help with an energy problem

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. For Relay UK, call 18001 then 0808 223 1133. To contact a Welsh-speaking adviser call 0808 223 1144. Calls are free. If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free. For British Sign Language enquiries, go to contactscotland-bsl.org. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. If you would like a copy of the Citizens Advice Consumer Guidance leaflet please visit ovoenergy.com/help/independent-energy-advice or contact us to request a copy.

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.