



Account number
Date generated

20187126
7th October 2022

Mr Stephen Nurse
Flat 11 Chartwell Court
151 Brook Road
London
NW27DW

Your energy charges for 26th Jun - 25th Jul 2022

Summary of charges

Cost of electricity	£75.31
VAT 5% of £75.31	£3.77
Total charges	£79.08

Your balance

Starting balance
£337.44 in debit
26th June

Direct Debit 1st July	+£78.00 in
Total charges	£79.08 out

Closing balance
£338.52 in debit
25th July

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
APARTMENT 3708
ARENA TOWER;25
CROSSHARBOUR PLAZA
LONDON
E149UE

Meter Serial Number D07R92945

MPAN 1200061884550

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Electricity in detail 26th Jun - 25th Jul 2022

Detailed charges

Energy use	234.350 kWh at 28.22p	£66.13
Standing charge	30 days at 30.61p a day	£9.18
Cost of electricity		£75.31

Meter readings

Opening read on 26th June	Estimated	15315.835
Closing read as of 25th July	Estimated	15550.185
Total units		234.350 kWh

Your electricity tariff

Plan name	Simpler Energy 01 April 2022
Payment method	Direct Debit
Unit rate	28.22p per kWh
Standing charge	30.61p a day
Contract start date	1st April 2022
Contract end date	19th August 2022

As you're on a variable rate plan, your prices may go up or down in the future

A kilowatt hour (kWh) is a measure of how much energy you're using. Find out more: www.ovoenergy.com/guides/energy-guides/what-is-a-kwh-kw-and-kwh-explained.html

For comparison, in the same period a year ago, you used 149.200 kWh.



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 where our electricity came from for the OVO Group (which includes Boost and SSE Energy Services) between 1 April 2021 and 31 March 2022. As an OVO Energy customer, you have received 100% renewable electricity, backed by REGOs. Find out more at ovoenergy.com/ovo-fuel-mix.

Source	OVO Group	National average
Coal	0.0%	3.8%
Natural Gas	70.1%	38.5%
Nuclear	0.0%	16.1%
Renewables	29.9%	38.7%
Other	0.0%	2.9%
CO2 g/kWh	261	198
Radioactive g/kWh	0	0.0011

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 **0808 223 1133**. 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 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.