



OVO Energy
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hello@ovoenergy.com
ovoenergy.com

Mr Lorenzo Binacci
30 Buckthorn Avenue
Stevenage
SG1 1TT

Account number: **7312087**
My OVO ID: **103097639**
Statement date: **6 May 2023**
Statement number: **245271959**

Your statement

Hello Lorenzo

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

Could you pay less?



For electricity...

Based on your tariff, and energy use (including VAT, excluding any add-ons, discounts and the Warm Home Discount if you're eligible), we believe your electricity will cost you **£1,242.75*** over the next year - this is called your future annual cost. You could receive £7.50 per fuel per calendar quarter by fixing onto an All Online tariff and meeting our Self Service Reward requirements**.

Our cheapest similar electricity tariff

Simpler Energy

You're already on our cheapest similar tariff.

Our cheapest overall electricity tariff

2 Year Fixed Energy - Economy 7 (all online)

You could save: £102.10***

*If you switch tariffs or are on our variable rate, your prices and future annual cost can change.

To earn our **Self Service Reward, you'll need to do just 3 simple things:

- 1. Manage your account online instead** of contacting us where possible (whether by phone, email or otherwise), except in the case of an emergency. This includes receiving all communications electronically.
- 2. Pay on time** by direct debit and at least the recommended amount (or more) each month.
- 3. Provide meter readings online** at least once every 3 months. If you satisfy all of these requirements in a calendar quarter, then we will credit your account with £7.50 per fuel for that quarter as a thank you. However, if you don't receive the Self Service Reward one quarter, we will still apply the Self Service Reward to your bill the next time you have met the rules in a full calendar quarter. T&Cs apply (<https://www.ovoenergy.com/terms>).

***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 (you may be charged for this service). When changing electricity meters some safety and meter communication restrictions apply. 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) 1900001018703

Tariff name	Simpler Energy
Payment method	Direct Debit
Tariff ends on	Not applicable
Exit fees (if you cancel this tariff before the end date)	Not applicable
Future annual consumption	8551 kWh

For this bill period you have used

Electricity 74 kWh
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 future annual consumption is based on what we estimated you used over the last 12 months.

Your charges for the period of 5 April 2023 to 6 May 2023

Your balance brought forward from your previous statement £383.19 debit

Your charges split by fuel type

Electricity £23.85

Subtotal £23.85

Total charges before VAT at 5% £23.85

VAT at 5% £1.20

Total new charges £25.05 debit

Your new balance £408.24 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

**30 Buckthorn Avenue
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SG1 1TT**

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Meter Point Administration Number
Meter Serial Number (MSN)
Tariff

1900001018703
L92A 12413
Simpler Energy

Charge Period from 5 April 2023 to 6 May 2023

Meter readings - Day

Estimated Reading	5 April 2023	42302
Customer Reading	28 April 2023	42372
Estimated Reading	6 May 2023	42396
Meter units used in the charge period		94

Price £/kWh	£0.2043	kWh used	94
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Cost of electricity used	£19.20
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Meter readings - Night

Estimated Reading	5 April 2023	61131
Customer Reading	28 April 2023	61053
Estimated Reading	6 May 2023	61111
Meter units used in the charge period		-20 credit

Price £/kWh	£0.1143	kWh used	-20 credit
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Cost of electricity used	-£2.29 credit
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Standing charge for 31 Days @ £0.2240	£6.94
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Cost of electricity supplied. Total (excluding VAT)	£23.85
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Got a question about your statement? Call 0330 303 5063.

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	0.0%	7.6%
Natural Gas	57.1%	41.2%
Nuclear	0.0%	20.0%
Renewable	42.9%	29.0%
Other	0.0%	2.1%
Environmental Impact		
CO2 emissions (g per kWh)	204	225
Radioactive waste (g per kWh)	0.0000	0.0014

*Source: Department for Business, Energy & Industrial Strategy (BEIS)

Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you're struggling to pay for the energy you use. Citizens Advice Bureau are the official source of free and independent energy advice and support.

Go to www.citizensadvice.org.uk/energy or call on 03454 04 05 06. Calls are charged at your normal rate.

Priority Services Register

If you think you might need extra help with your energy - reading your meter or if there's an emergency - please join our confidential Priority Services Register. The Priority Services Register is for anyone who is vulnerable because of age, chronic illness, disability or personal circumstances. Find out more at www.ovoenergy.com/help/priority-services-register or by calling **0330 303 5063**.

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.

Send us your meter readings

If you haven't got a smart meter, don't forget to submit readings at least once every three months to ensure your statements are as accurate as possible and to qualify for the Self Service Reward (if applicable). It's quick and simple to do! You can log into **My OVO** using your [My OVO ID 103097639](#) and enter your readings. For more info on the Self Service Reward, visit: <https://www.ovoenergy.com/help/self-service-reward>.