

Amanda Edwards
24 RIVER STREET
CONGLETON
CW12 1HJ

Account number: 3069150
My OVO ID: 101091090
Statement date: 11 September 2019
Statement number: 245904125

Your statement

Hello Amanda,

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 **£412.01*** over the next year - this is called your future annual cost. Whilst you are on an All Online tariff, you could receive £7.50 per fuel per calendar quarter if you meet our Self Service Reward requirements**.

Our cheapest similar electricity tariff

Lumo Energy Online Fixed

You could save: £52.90***

Our cheapest overall electricity tariff

Lumo Energy Online Fixed

You could save: £52.90***



For gas...

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 gas will cost you **£389.17*** over the next year - this is called your future annual cost. Whilst you are on an All Online tariff, you could receive £7.50 per fuel per calendar quarter if you meet our Self Service Reward requirements**.

Our cheapest similar gas tariff

Lumo Energy Online Fixed

You could save: £94.07***

Our cheapest overall gas tariff

Lumo Energy Online Fixed

You could save: £94.07***

This saving does not take into account your current Self Service Reward.

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) 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 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 gas tariff:	(MPRN) 2513336601
Tariff name	2 Year Fixed Energy (all online) 15 March 2019
Payment method	Direct Debit
Tariff ends on	07 April 2021
Exit fees (if you cancel this tariff before the end date)	£30.00 per fuel (not applicable in the first 14 days or last 53 days of your contract)
Future annual consumption	8210 kWh

About your electricity tariff: (MPAN) 1414886930004

Tariff name	2 Year Fixed Energy (all online) 20 March 2018
Payment method	Direct Debit
Tariff ends on	08 May 2020
Exit fees (if you cancel this tariff before the end date)	£30.00 per fuel (not applicable in the first 14 days or last 53 days of your contract)
Future annual consumption	1861 kWh

Do you know how much energy you use?

Bill period: 07 August to 06 September

For this bill period you have used	Compared to the same period a year ago
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Electricity 159 kWh	Electricity 186 kWh
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Gas 128 kWh	Gas 147 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 future annual consumption is based on what we estimated you used over the last 12 months.

Your statement at a glance

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Your charges for the period of 07 August 2019 to 06 September 2019

Your balance brought forward from your previous statement £19.12 credit

Your charges split by fuel type

Electricity £33.42

Gas £12.71

Subtotal £46.13

Other transactions

OVO Interest Reward (5%) £0.09 credit

Subtotal £0.09 credit

Total charges before VAT at 5% £46.04

VAT at 5% £2.31

Total new charges £48.35 debit

DD Receipt: 8 August 2019 £65.00 credit

DD Receipt: 9 September 2019 £53.00 credit

Your new balance £88.77 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

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Meter Point Administration Number

1414886930004

Meter Serial Number (MSN)

L09W023965

Tariff

2 Year Fixed Energy (all online) 20 March 2018

Charge period from **7 August 2019** to **6 September 2019**

Meter readings - Anytime

Estimated Reading	6 August 2019	98892
Customer Reading	31 August 2019	99022
Estimated Reading	6 September 2019	99051
Meter units used in the charge period		159

Price £/kWh	£0.1568	kWh used	159
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Cost of electricity used	£24.93
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Standing charge for 31 Days @ £0.2740	£8.49
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Cost of electricity supplied. Total (excluding VAT)	£33.42
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Meter Point Reference Number 2513336601

Meter Serial Number (MSN) 0147511

Tariff 2 Year Fixed Energy (all online) 15 March 2019

Charge period from 7 August 2019 to 6 September 2019

Meter readings:

Estimated Reading	6 August 2019	3460
Customer Reading	31 August 2019	3462
Estimated Reading	6 September 2019	3464
Meter units used in the charge period		4

Price £/kWh	£0.0329	kWh used	128
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Cost of gas used	£4.22
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Standing charge for 31 Days @ £0.2740	£8.49
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Cost of gas supplied. Total (excluding VAT)	£12.71
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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	39.5
Convert to kWh	÷	3.6
kWh used		11

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: Western Power Distribution

If you need to write to them, their postal address is: Records Team, Western Power Distribution, Toll End Road, TIPTON, DY4 0HH

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 101091090](#) and enter your readings. For more info on the Self Service Reward, visit: <https://www.ovoenergy.com/help/self-service-reward>.