



Ovo Energy
Wellington House
Kemble Enterprise Park
Kemble, Gloucestershire
GL7 6BQ
t: 0800 5999 440
e: hello@ovoenergy.com
w: www.ovoenergy.com

Mr Laurie Strike
Cot Hayes
Shop Lane
Leckhampstead
NEWBURY

Account number: 2215083
My Ovo ID: 100127063
Statement number: 212539780
Statement date: 17 June 2013

Your Statement

Your charges for the period of 15 May 2013 to 14 June 2013

Your balance brought forward from your previous statement	£166.51	CR
Your charges split by fuel type		
Electricity	£37.48	
Subtotal	£37.48	
Other transactions		
Ovo Interest Reward	£0.43	CR
Subtotal	£0.43	CR
Total charges before VAT at 5%	£37.05	
VAT at 5%	£1.87	
Total New Charges	£38.92	DR
DD Receipt: 3 June 2013 thank you	£49.00	CR
Your new balance	£176.59	CR

All prices exclude VAT charged at 5% for domestic customers (except for the bits marked with an asterisk)

* Charged at 20% VAT

** Charged at 0% VAT

Cheaper. Greener. Simpler.

Have you seen the improvements to My Ovo lately?

We've been busy making lots of changes to your online account and now it's even better than before .

- Logging in has never been simpler - you can now create your own username; just go to the 'My details' tab and click the 'Create a username' button. We'd suggest something memorable, like your email address.
- Always forget to submit meter readings? Now you can set reminders so you know when it's time to provide your readings. Simply go to 'My Preferences' and select 'Meter readings reminders' .
- Fed up with estimated bills? Add meter readings each month so your statements are based on the amount of energy you're actually using.

Log in here <http://my.ovoenergy.com/> and see for yourself.

Emergency

What to do in an emergency

If you smell gas:

- Do not smoke or strike matches
- Do not turn electrical switches on/off
- Open doors and windows

Turn the gas off at the meter control valve

Emergency Numbers

Gas 0800 111 999

Electricity 08457 70 80 90

Send us your meter readings!

To help make sure your statements are as accurate as possible don't forget to submit regular meter readings.

It's quick and simple to do! You can log into [My Ovo](#) using your **My Ovo ID 100127063** and enter your readings directly.

If you have any questions, drop us an email at hello@ovoenergy.com or call us at **0800 5999 440** and we'll be happy to help.

Customer Care

No more estimated statements

Rather than receiving monthly statements which may show a couple of days of estimated consumption, Statements on Demand generates statements from actual meter reading to actual meter reading with no estimation at all. To find out more about signing up, please see our FAQs which can be found at:

www.ovoenergy.com/help-centre.

We hope to be able to resolve your queries but, if you're looking for impartial advice please contact The Citizens Advice consumer service. You can contact them on the details below:

Online

www.citizensadvice.org.uk/index/getadvice/consumer_service.htm

By phone 08454 04 05 06

You can talk to a Welsh-speaking adviser on 08454 04 05 05 and their helplines are open Monday to Friday 9am to 5pm.

In writing

Citizens Advice consumer service, PO Box, Moulton Park, Northampton, NN3 0AN

Our Energy Sources

The energy we supply to you comes from a number of sources. You can find out more [here](#) or at:

www.ovoenergy.com/our-energy/our-energy-sources.

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. You can read these [here](#) or at www.ovoenergy.com/noticeofrights. If you'd like a copy, please let us know and we'll send you one.

Local Network Operators

From time to time you may need to contact your Local Network Operator. You'll need to get in touch with them if you have a power outage, if your meter board or main fuse has been moved, or if you have to upgrade your supply. You can find details of your Local Network Operator on our website here

www.ovoenergy.com/help-centre/our-guides/localnetworkoperators.

Your Account Summary

Your Energy Contract

You are on our New Energy Variable Tariff

Electricity standing charge £0.2192 per day
Unit rate (Normal) £0.1210 per kWh
Electricity contract End Date: not applicable

Payment Plan - Monthly Direct Debit in advance

Early Termination Fees: None.

Additional Charges - None

What are the next 12 months likely to cost?

Assuming your usage stays the same and you are on the same tariff for the coming year your annual spend will be £493.23.

This has been based on your current tariff prices and the following:

Standing Charge	£0.2192 per day for	365 days
Electricity price of	£0.1210 per kWh for	3415.0kWh

These figures are only a guide as your actual usage may vary. Should you change tariff the annual spend may differ.

Additional Charges - None

Do you know how much energy you use each month?

For this bill period you have used	Compared to the same period last year
Electricity 258kWh	Electricity 531kWh

These figures have been based on estimated meter readings.

What have the last 12 months cost?

Over the last 12 months we have billed you for:

3415.0kWh of Electricity which cost £327.28
12 Mths Elec Standing Charge which cost £96.26

All prices exclude VAT charged at 5% for domestic customers (except for the bits marked with an asterisk)

* Charged at 20% VAT

** Charged at 0% VAT

Information on Switching

We know that there is lots of choice out there for energy suppliers and we're really happy that you have chosen Ovo. If you would like some impartial advice about switching suppliers or saving money please contact the Citizens Advice Consumer Service online at: www.citizensadvice.org.uk/index/getadvice/consumer_service.htm, by phone on: 08454 04 05 06, to speak to a Welsh-speaking adviser please call: 08454 04 05 05. Their helplines are open Monday to Friday 9am to 5pm. Alternatively you can write to them at: Citizens Advice consumer service, PO Box, Moulton Park, Northampton, NN3 0AN.

If you have a query about your statement call our Customer Care Team **FREE** on **0800 5999 440**

Electricity Used

Cot Hayes
Hayes
Shop Lane
NEWBURY

S	01	801	100
	20	0000 7458	587

Meter Point Administration Number 2000007458587
Meter Serial Number S06R26969
Tariff New Energy Variable
Your Estimated Annual Consumption (kWh) 3875
Charge period from **15 May 2013** to **14 June 2013**

To make your statements more accurate, please submit your meter readings via your My Ovo account at <https://my.ovoenergy.com> a few days before we produce it for you.

Meter readings - Anytime

Estimated Reading: 14 May 2013 36408
Estimated Reading: 19 May 2013 36450

Price £/kWh £0.1080 **kWh used** 42

Cost of electricity used: £4.54

Meter readings - Anytime

Estimated Reading: 19 May 2013 36450
Estimated Reading: 14 June 2013 36666

Price £/kWh £0.1210 **kWh used** 216

Cost of electricity used: £26.14

Standing charge for 5 Days @ £0.2192 £1.10

Standing charge for 26 Days @ £0.2192 £5.70

Cost of electricity supplied. Total (excluding VAT) £37.48