



Got a question?

Head over to www.ovoenergy.com/help-info
or call 0800 599 9440

(8am-8pm Mon - Thurs, 8am-6pm Fri, 9am-5pm on Sat)

Harold Knappett
7 BROOKSIDE AVENUE
WARRINGTON
WA5 2TD

Account number: 3072523
My OVO ID: 101094805
Statement date: 13 October 2016
Statement number: 226344444

Could you pay less?

For electricity

Based on your current tariff and energy use (including any discounts and VAT), we think your electricity will cost you **£402.88*** for the next 12 months - this is called your personal projection.

Our cheapest similar electricity tariff

Better Energy (all online)
You're already on our cheapest similar tariff

Our cheapest overall electricity tariff

Better Energy (all online)
You're already on our cheapest overall tariff

For gas

Based on your current tariff and energy use (including any discounts and VAT), we think your gas will cost you **£1,008.71*** for the next 12 months - this is called your personal projection.

Our cheapest similar gas tariff

Better Energy (all online)
You're already on our cheapest similar tariff

Our cheapest overall gas tariff

Better Energy (all online)
You're already on our cheapest overall tariff

*If you switch tariffs or are on our variable rate, your prices and personal projection could change.

**This tariff might be subject to materially different T&Cs, 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 (there may be a fee for this service). 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 see more information about your tariff on page two of this bill.

Impartial advice and info on switching

It's easy to get free, independent advice so that you know your rights as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To know your rights visit www.citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on 03454 04 05 06.

Also, so you can save money on your bills, you might want to think about cutting your energy use - to help you with this, get in touch with the Centre for Sustainable Energy on 0800 408 6601.

Your Statement at a glance

Your charges for the period of 12 September 2016 to 11 October 2016

Your balance brought forward from your previous statement	£204.75	CR
Your charges split by fuel type		
Electricity	£26.00	
Gas	£28.95	
Subtotal	£54.95	
Other transactions		
OVO Interest Reward	£0.51	CR
Your online discount		
	£4.70	CR
Subtotal	£5.21	CR
Total charges before VAT at 5%	£49.74	
VAT at 5%	£2.47	
Total new charges	£52.21	DR
DD Receipt: 12 September 2016 thank you		
	£96.00	CR
Your new balance	£248.54	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

About your tariff

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) 1300005834697

Tariff name Better Energy (all online)

Payment method

Tariff ends on 10 April 2017

Exit fees (if you cancel this tariff before the end date) Not applicable

Assumed annual consumption 2459 kWh

About your gas tariff: (MPRN) 1501707507

Tariff name Better Energy (all online)

Payment method

Tariff ends on 10 April 2017

Exit fees (if you cancel this tariff before the end date) Not applicable

Assumed annual consumption 30821 kWh

Estimated costs include all added charges, discounts and VAT. They are based on your current tariff and our current prices. Your assumed annual consumption is based on estimated usage over a 12 month period.

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.



About your TCR

Electricity

Estimated annual cost £448.36

Tariff Comparison Rate (TCR) 14.46 p/kWh

Gas

Estimated annual cost £390.01

Tariff Comparison Rate (TCR) 3.12 p/kWh

The TCR is a rate per kWh that allows you to compare your tariff to other tariffs by taking account of the unit rate and standing charge. It is based on a typical or average user of electricity or gas - it's not based on your personal usage (so please just use it as a guide). Want more info on our tariffs or how TCRs are calculated? Go to

www.ovoenergy.com/help-info/energy-guides/tcr.

kWh

This stands for kilowatt-hour, the unit used to measure energy use. 1 kWh will power a 40 watt light bulb for 25 hours.

Do you know how much energy you use each month?

For this bill period you have used

Electricity 155kWh

Compared to the same period last year

Electricity 243kWh

These figures have been based on estimated meter readings.

Gas 864kWh

Gas 1098kWh

These figures have been based on estimated meter readings.

Gas emergency

What to do in an emergency

If you smell gas or think there's a gas leak:

Call **0800 111 999** to report it

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

Send us your meter readings

If you haven't got a Smart meter, don't forget to submit regular readings to help make sure your statements are as accurate as possible.

It's quick and simple to do! You can log into **My OVO** using your **My OVO ID 101094805** and enter your readings directly.

Customer Care

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*	Your gas distribution
Coal	0.00%	17.00%	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.
Natural gas	46.90%	32.30%	
Nuclear	00.00%	23.70%	
Renewables	53.10%	24.30%	
Other	0.00%	02.50.%	

* Source: Department of Energy and Climate Change (DECC)

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.

Here's the number for your Local Network Operator: 0800 001 5400

Telling us you're not happy

If we ever make a mistake or do something wrong, we want to know about it straight away so we can fix it, sharpish - if we can, the very first time we hear from you.

Here's how it works:

First things first...

Tell our friendly, Bristol-based Customer Care team what's gone wrong. You can call us on 0800 5999 440, email us at hello@ovoenergy.com, fill in our online **I'm not happy** form, write us a letter - or even drop in to see us. Once we know what's happened, we'll do everything we can to put it right within five working days.

If you're still not happy...

Our Complaints team will pick things up for you. They'll talk to you a bit more about what's going on and work with you to sort it out.

Then if you're still not happy, the Energy Ombudsman can help...

Getting our final response (sometimes called a deadlock letter), means we haven't been able to resolve things for you. In it, we'll recap what's happened and what we've suggested - and give you contact details for the Energy Ombudsman. They're an independent organisation who you can ask to pick things up for you, for free. If they decide that we should do something for you, we legally have to do it (but if they think there's something you should do, you don't have to go with their decision).

Electricity Used

7 BROOKSIDE AVENUE
WARRINGTON
WA5 2TD

S	01	801	101
	13	0000 5834	697

Meter Point Administration Number

1300005834697

Meter Serial Number

KS01J70251

Tariff

Better Energy (all online)

Charge period from **12 September 2016** to **11 October 2016**

Meter readings - Anytime

Estimated Reading:	11 September 2016	03760
Customer Reading:	08 October 2016	03894
Estimated Reading:	11 October 2016	03915

Price £/kWh	£0.1147	kWh used	155
Cost of electricity used:			£17.78

Standing charge for 30 Days @ £0.2740 £8.22

Cost of electricity supplied. Total (excluding VAT)	£26.00
--	---------------

Gas Used

7 BROOKSIDE AVENUE
WARRINGTON
WA5 2TD

Meter Point Reference Number 1501707507
Meter Serial Number 205510
Tariff Better Energy (all online)
Charge period from **12 September 2016** to **11 October 2016**

Meter readings:

Estimated Reading	11 September 2016	5034
Customer Reading	08 October 2016	5057
Estimated Reading	11 October 2016	5061

Meter units used in the charge period 27

Price £/kWh	£0.0240	kWh used	864
--------------------	----------------	-----------------	------------

Cost of gas used £20.73

Standing charge for 30 Days @ £0.2740 £8.22

Cost of gas supplied. Total (excluding VAT)	£28.95
--	---------------

Explaining your Gas Statement

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 upon temperature and pressure. This is reflected by using 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

We converted your gas units to kWh using the following formula:

Meter Units	27
Volume Conversion Factor	2.83
Metric Units	76
Volume Correction	x 1.02264
Calorific Value	x 39.8
Convert to kWh	/ 3.6
kWh Used	864