



Your Ovo Energy bill explained



Ovo Energy
The Core
40 St Thomas Street
Bristol
BS1 6JX

Ovo energy
The Core
40 St Thomas Street
Bristol BS1 6JX

hello@ovoenergy.com
www.ovoenergy.com

Account number: My Ovo ID:		21000000 10000000
Statement number:		21345678
Statement date:		16 May 2014

Your Statement

Your charges for the period of 15 December 2013 to 14 May 2014

Your balance brought forward from your previous statement	£25.73 CR
Your charges split by fuel type	
Electricity	£369.44
Gas	£255.21
Subtotal	£624.65
Other transactions	
Ovo Interest Reward	£0.32 CR
Subtotal	£0.32 CR
Total charges before VAT at 5%	£624.33
VAT at 5%	£31.23
Total New Charges	£655.56 DR
DD Receipt: 16 December 2013 thank you	£139.00 CR
Your new balance	£490.83 DR

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

Bill period

Your customer or account number

Info on whether your bill was estimated or based on actual meter readings


Be aware: Providing regular meter readings to your supplier is the best way to avoid under- or overpaying on your bills

Your energy charges for this bill period

Where you stand with your supplier (i.e., in credit or debit).

If you're in debit, this will be covered by future direct debit payments. If you're in credit, this will be applied to your next bill

Switch
Your Ovo Energy bill explained
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		Ovo energy The Core 40 St Thomas Street Bristol BS1 6JX hello@ovoenergy.com www.ovoenergy.com	
Your tariff information			
About your electricity tariff: (MPAN) 16000000000000		About your gas tariff: (MPRN) 900000000	
Supplier	Ovo Energy	Supplier	Ovo Energy
Tariff name	New Energy	Tariff name	New Energy
Tariff type	Fixed Rate Pricing	Tariff type	Fixed Rate Pricing
Payment method	Monthly Direct Debit in advance	Payment method	Monthly Direct Debit in advance
Unit rate (Day)	11.55p per kWh (ex VAT)	Unit rate	3.70p per kWh (ex VAT)
Standing charge	21.92p per day (ex VAT)	Standing charge	21.92p per day (ex VAT)
Tariff ends on	25 October 2014	Tariff ends on	13 October 2014
Price guaranteed until	25 October 2014	Price guaranteed until	13 October 2014
Exit fees (if you cancel this tariff before the end date)	£30.00	Exit fees (if you cancel this tariff before the end date)	£30.00
Additional products or services included	None	Additional products or services included	None
Estimated electricity use for typical households on this tariff		Estimated gas use for typical households on this tariff	
Medium user		Medium user	
Assumed annual consumption	3200 kWh	Assumed annual consumption	13500 kWh
Estimated annual cost	£472.09	Estimated annual cost	£608.49
Estimated monthly cost	£39.34	Estimated monthly cost	£50.71
Tariff Comparison Rate (TCR)	14.75 p/kWh	Tariff Comparison Rate (TCR)	4.51 p/kWh
<i>Estimated costs include all added charges, discounts and VAT. They are based on your current tariff and our current prices.</i>			
Frequently asked questions <ul style="list-style-type: none"> What is a kWh? A kWh stands for kilowatt-hour - the unit used to measure energy use. 1 kWh will power a 40 watt light bulb for 25 hours. What is the Tariff Comparison Rate (TCR)? 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. 			

Your electricity unit rate

Your standing charge/day for electricity

Your plan end date (if fixed)

Your exit fee (if applicable)

Be aware: TCR is only a tool with which to compare rates across suppliers. It takes into account factors a regular kWh doesn't, including standing charges and discounts. This is not the rate you actually pay

Your plan name
 (You need this info to switch)

Your gas unit rate

Your standing charge/day for gas

Plan end date (if fixed)

Exit fee (if applicable)



Your Ovo Energy bill explained - cont'd

Your Account Summary

Your Energy Contract

You are on our New Energy Tariff

Electricity standing charge	£0.2192 per day
Unit rate (Normal)	£0.1155 per kWh
Electricity contract End Date:	25 October 2014
Gas standing charge	£0.2192 per day
Unit rate	£0.0370 per kWh
Gas contract End Date:	13 October 2014

Payment Plan - Monthly Direct Debit in advance

Early Termination Fees: £30.00 per fuel should you decide to terminate your contract by switching your energy supply to another supplier before the contract end date.

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 £2,873.16.

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

Standing Charge	£0.2192	per day for	365 days
Electricity price of	£0.1155	per kWh for	17390.0 kWh
Standing Charge	£0.2192	per day for	365 days
Gas price of	£0.0370	per kWh for	19043.0 kWh

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 2912kWh	Electricity 7242kWh
These figures have been based on estimated meter readings.	
Gas 6003kWh	Gas 7878kWh
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:

- 17390.0kWh of Electricity which cost £1749.11
- 12 Mths Elec Standing Charge which cost £80.01
- 19043.0kWh of Gas which cost £744.42
- 12 Mths Gas Standing Charge which cost £80.01

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 plk 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.

Your annual gas & electricity consumption
(You need this info to switch)



Your Ovo Energy bill explained

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

Gas Used

The Core
40 St Thomas Street
Bristol
BS1 6JX

Meter Point Reference Number	900000000
Meter Serial Number	G40000000000
Tariff	New Energy 9834

Your Estimated Annual Consumption (kWh)
Charge period from 15 December 2013 to 14 May 2014

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

Meter readings:		
Estimated Reading	14 December 2013	7261
Estimated Reading	14 May 2014	7451
Meter units used in the charge period		
Price £/kWh	£0.0370	kWh used 6003

Cost of gas used	£222.11
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Standing charge for 151 Days @ £0.2192 £33.10

Cost of gas supplied. Total (excluding VAT)	£255.21
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Explaining your Gas Statement

<p>Definitions</p> <p>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.</p> <p>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.</p> <p>Calorific Value: the measurement of the energy content of gas which varies throughout the year.</p> <p>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.</p>	<p>Formula</p> <p>We converted your Gas units to kWh using the following formula:</p> <table border="0"> <tr> <td>Meter Units</td> <td>190</td> </tr> <tr> <td>Volume Conversion Factor</td> <td>2.83</td> </tr> <tr> <td>Metric Units</td> <td>538</td> </tr> <tr> <td>Volume Correction</td> <td>x 1.02264</td> </tr> <tr> <td>Calorific Value</td> <td>x 39.3</td> </tr> <tr> <td>Convert to kWh</td> <td>/ 3.6</td> </tr> </table> <p>kWh Used 6003</p>	Meter Units	190	Volume Conversion Factor	2.83	Metric Units	538	Volume Correction	x 1.02264	Calorific Value	x 39.3	Convert to kWh	/ 3.6
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Volume Conversion Factor	2.83												
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Volume Correction	x 1.02264												
Calorific Value	x 39.3												
Convert to kWh	/ 3.6												

Your gas meter point reference number (MPRN) (You need this info to switch)

Info on whether your bill is based on estimated or actual meter readings

Be aware: Providing regular meter readings to your supplier is the best way to avoid under- or overpaying on your bills



Your Ovo Energy bill explained

- cont'd

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Electricity Used

The Core
40 St Thomas Street
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S	1	541	54
	16	0000000	00

Meter Point Administration Number 160000000000

Meter Serial Number S154154

Tariff New Energy 5509

Your Estimated Annual Consumption (kWh)
Charge period from **15 December 2013** to **14 May 2014**

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

Meter readings - Anytime

Estimated Reading:	14 December 2013	31531
Estimated Reading:	14 May 2014	34443

Price £/kWh	0.1155	kWh used	2912
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Cost of electricity used: **£336.34**

Standing charge for 151 Days @ £0.2192 £33.10

Cost of electricity supplied. Total (excluding VAT) **£369.44**

Your electricity meter point admin number (MPAN)
(You may need this info to switch)