



Account number

20235931

Date generated

3rd April 2023



Ms Jacqueline Bakker
1 Dowches Cottage
Church Road, Kelvedon
COLCHESTER
CO5 9JE

Your energy charges for 4th Feb - 3rd Mar 2023

Summary of charges

Cost of electricity	£30.41
Cost of gas	£64.78
Interest Reward	-£0.91
VAT 5% of £94.28	£4.71
Energy Bill Support Scheme	-£67.00
Total charges	£31.99

Your balance

Starting balance
£440.22 in credit
4th February

Refunds 7th February £67.00 out

Direct Debit 1st March +£14.00 in

Total charges **£31.99 out**

Closing balance
£355.23 in credit
3rd March

How is my balance calculated?

We start with last month's closing balance, then add your payments and deduct your energy costs (and any upgrades). To see your most up-to-date balance, log into your account my.ovoenergy.com/login. Or, if you're Pay As You Go, check your In-Home Display or meter.



Supply address 1
DOWCHES COTTAGE
CHURCH ROAD
KELVEDON
COLCHESTER
ESSEX
CO59JE

Meter Serial Number 19M1265035

MPAN 1012493951672

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⚡ Electricity in detail 4th Feb - 3rd Mar 2023

Detailed charges

Energy use	128.191 kWh at 19.00p	£24.36
Standing charge	28 days at 21.59p a day	£6.05
Cost of electricity		£30.41

Meter readings

Opening read on 4th February	2075.328
Closing read as of 3rd March	2203.519
Total units	128.191 kWh

Your electricity tariff

Plan name	2 Year Fixed Energy
Payment method	Direct Debit
Unit rate	19.00p per kWh
Standing charge	21.59p a day
Contract start date	10th September 2021
Contract end date	9th September 2023
Exit fee	£30.00 if you end your contract

A kilowatt hour (kWh) is a measure of how much energy you're using. Find out more: www.ovoenergy.com/guides/energy-guides/what-is-a-kwh-kw-and-kwh-explained.html

For comparison, in the same period a year ago, you used 115.252 kWh.

Supply address	1 DOWCHES COTTAGE CHURCH ROAD KELVEDON COLCHESTER CO59JE
Meter Serial Number	G4F01346262000
MPRN	3029371904

Gas in detail 4th Feb - 3rd Mar 2023

Detailed charges

Energy use 1575.667 kWh at 3.69p	£58.14
Standing charge 28 days at 23.73p a day	£6.64
Cost of gas	£64.78

Meter readings

Opening read on 4th February	1317.932
Closing read as of 3rd March	1459.636
Metered volume	141.704
Total units	1575.667 kWh

Your gas tariff

Plan name	2 Year Fixed Energy
Payment method	Direct Debit
Unit rate	3.69p per kWh
Standing charge	23.73p a day
Contract start date	16th September 2021
Contract end date	15th September 2023
Exit fee	£30.00 if you end your contract

We convert your metered gas units to kWh using the following formula:

Metered volume × metric conversion factor¹ × daily calorific value² × 1.02264 (volume correction) ÷ 3.6 = kilowatt hours (kWh) used.

¹ We convert the gas use into kWh according to your meter type – 2.83 (imperial) or 1 (metric).

² The calorific value of gas changes every day and can range from 37.5 to 43.0. To find out calorific values used to calculate your charges you can visit:

www.nationalgridgas.com/data-and-operations/calorific-value-cv

For comparison, in the same period a year ago, you used 1441.726 kWh.



Scan this QR code to compare prices from other energy companies based on your previous energy usage.

Useful information

Gas emergencies

If you smell gas or think you have a gas leak:

- Open all doors and windows to let the gas out.
- Don't turn light switches on or off.
- Don't use doorbells, mobile phones or naked flames.
- Check that all your gas appliances are switched off.

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 on **0800 111 999**.

Contacting your local electricity network

If your power goes down, or you have to move your meter or upgrade your energy supply, you'll need to contact your local network operator by calling **105** free of charge.

Our electricity sources

Here's where our electricity came from for the OVO Group (which includes Boost and SSE Energy Services) between 1 April 2021 and 31 March 2022. As an OVO Energy customer, you have received 100% renewable electricity in this period, backed by REGOs. Find out more at ovoenergy.com/ovo-fuel-mix.

Source	OVO Group	National average
Coal	0.0%	3.8%
Natural Gas	70.1%	38.5%
Nuclear	0.0%	16.1%
Renewables	29.9%	38.7%
Other	0.0%	2.9%
CO2 g/kWh	261	198
Radioactive g/kWh	0	0.0011

Independent help and advice

It's important you know your rights when it comes to energy. You can get free, independent energy advice if you have questions to do with your bills, meters or discounts, grants and tariffs.

Citizens Advice: If you live in England or Wales, go to citizensadvice.org.uk/energy or call **0808 223 1133**, 9am to 5pm Monday to Friday. Relay UK: 18001 followed by 0808 223 1133. Calls are free.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on **0808 196 8660**, 9am to 5pm Monday to Friday. Relay UK: 18001 followed by 0808 196 8660. Calls are free.

Complaints

Good customer service really matters to us and we want to put things right for you the first time you get in touch. Contact us by email, phone, letter, online form or even drop in to see us.

Here's our complaints process:

- We aim to sort things out for you in 5 working days.
- If it's more complex, we'll aim to sort it out within 8 weeks.
- If we haven't been able to sort things out after 8 weeks, we'll let you know by letter – but will keep trying. After that our final response is a deadlock letter which we only send when we've done everything we can.
- After 8 weeks, or if you're not happy with our response, you can go to the Energy Ombudsman.

The Energy Ombudsman is an independent organisation that investigates complaints for free.

Visit www.ombudsman-services.org or call on **0330 440 1624**. Its decisions are legally binding for us, but not for you.

For more info and our online form visit: www.ovoenergy.com/help/feedback.