



Account number

6480211

Date generated

1st July 2024

B

David Alfert
13 Joiners Lane
Gerrards Cross
SL90AB

Your energy charges for 26th May - 25th Jun 2024

Summary of charges

Cost of electricity	£171.60
Cost of gas	£55.04
VAT 5% of £226.64	£11.33
Power Move Promotion Credit Inc 5% VAT	£0.00
Total charges	£237.97

Your balance

Starting balance
£221.66 in credit
26th May

Direct Debit 3rd June +£308.00 in

Total charges **£237.97 out**

Closing balance
£291.69 in credit
25th June

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 13
JOINERS LANE
CHALFONT ST. PETER
GERRARDS CROSS
BUCKINGHAMSHIRE
SL90AB

Meter Serial Number 20M1016325

MPAN 2000005280480

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⚡ Electricity in detail 26th May - 25th Jun 2024

Detailed charges

Energy use	651.194 kWh at 23.48p	£152.90
Standing charge	31 days at 60.31p a day	£18.70
Cost of electricity		£171.60

Meter readings

Opening read on 26th May	Smart meter 37255.889
Closing read as of 25th June	Smart meter 37907.083
Total units	651.194 kWh

Your electricity tariff

Plan name	Simpler Energy 01 April 2024
Payment method	Direct Debit
Unit rate	23.48p per kWh
Standing charge	60.31p a day
Contract start date	1st April 2024
Contract end date	30th June 2024

As you're on a variable rate plan, your prices may go up or down in the future

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 587.397 kWh.

Supply address 13
JOINERS LANE
CHALFONT ST. PETER
GERRARDS CROSS
SL90AB

Meter Serial Number G4F92647941900

MPRN 3327442901

Gas in detail 26th May - 25th Jun 2024

Detailed charges

Energy use 789.709 kWh at 5.82p	£45.96
Standing charge 31 days at 29.30p a day	£9.08
Cost of gas	£55.04

Meter readings

Opening read on 26th May	Smart meter 8034.628
Closing read as of 25th June	Smart meter 8105.254
Metered volume	70.626
Total units	789.709 kWh

Your gas tariff

Plan name	Simpler Energy 01 April 2024
Payment method	Direct Debit
Unit rate	5.82p per kWh
Standing charge	29.30p a day
Contract start date	1st April 2024
Contract end date	30th June 2024

As you're on a variable rate plan, your prices may go up or down in the future

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 533.623 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 what our fuel mix looked like for the OVO Group between 1 April 2022 and 31 March 2023. Find out more at ovoenergy.com/ovo-fuel-mix.

Source	OVO Group	National average
Coal	0.0%	3.4%
Natural Gas	55.2%	39.3%
Nuclear	0.0%	13.9%
Renewables	44.8%	40.8%
Other	0.0%	2.6%
CO2 g/kWh	205	186
Radioactive g/kWh	0	0.0010

Get help with an energy problem

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. For Relay UK, call 18001 then 0808 223 1133. To contact a Welsh-speaking adviser call 0808 223 1144. Calls are free. If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free. For British Sign Language enquiries, go to contactscotland-bsl.org. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support. If you would like a copy of the Citizens Advice Consumer Guidance leaflet please visit ovoenergy.com/help/independent-energy-advice or contact us to request a copy.

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.