Account number	27957859
Date generated	28th June 2026
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Mr Saleh Bubshait
FLAT 10
WESSEX COURT
LONDON
SW156BG

Your energy charges for 20th Nov - 19th Dec 2025

Summary of charges

Cost of electricity	£76.31
Cost of gas	£83.72
VAT 5% of £160.03	£8.00
Total charges	**£168.03**

Your balance

Starting balance
£133.60 in debit
20th November

Direct Debit 21st November	+£85.00 in
Amex Pay with Bank Transfer 24th November	+£68.15 in
Total charges	**£168.03 out**

Closing balance
£148.48 in debit
19th December

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	FLAT 10 WESSEX COURT PUTNEY HILL LONDON SW156BG
Meter Serial Number	20M1059239
MPAN	1200038225072

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Electricity in detail 20th Nov - 19th Dec 2025

Detailed charges

Energy use	258.697 kWh at 24.41p	£63.15
Standing charge	30 days at 43.86p a day	£13.16
Cost of electricity		**£76.31**

Meter readings

Opening read on 20th November	Smart meter	16147.998
Closing read as of 19th December	Smart meter	16406.695
Total units		**258.697 kWh**

Your electricity tariff

Plan name	Simpler Energy 01 October 2025
Payment method	Direct Debit
Unit rate	24.41p per kWh
Standing charge	43.86p a day
Contract start date	10th October 2025
Contract end date	31st December 2025

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

Supply address	FLAT 10 WESSEX COURT PUTNEY HILL LONDON SW156BG
Meter Serial Number	G4F00143372000
MPRN	0623379807

Gas in detail 20th Nov - 19th Dec 2025

Detailed charges

Energy use	1214.607 kWh at 6.08p	£73.84
Standing charge	30 days at 32.93p a day	£9.88
Cost of gas		**£83.72**

Meter readings

Opening read on 20th November	Smart meter	3016.003
Closing read as of 19th December	Smart meter	3125.087
Metered volume		109.084
Total units		**1214.607 kWh**

Your gas tariff

Plan name	Simpler Energy 01 October 2025
Payment method	Direct Debit
Unit rate	6.08p per kWh
Standing charge	32.93p a day
Contract start date	10th October 2025
Contract end date	31st December 2025

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 factor[1] × daily calorific value[2] × 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: data.nationalgas.com/find-gas-data

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.

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.