



Mr Wasim Akram
58D, NEW HALL LANE
BOLTON
BL15LW

Account number

27432616
22nd July 2025

Date generated

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Your energy charges for 9th Jun - 8th Jul 2025

Summary of charges

Cost of electricity	£36.17
Cost of gas	£20.51
VAT 5% of £56.68	£2.83
Total charges	£59.51

Your balance

Starting balance
£0.00
9th June

Direct Debit 11th June +£101.00 in

Total charges £59.51 out

Closing balance
£41.49 in credit
8th July

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

 58D
 NEW HALL LANE
 BOLTON
 LANCASHIRE
 BL15LW

Meter Serial Number

17P2229749

MPAN

1610032165254

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⚡ Electricity in detail 9th Jun - 8th Jul 2025

Detailed charges

Energy use	87.500 kWh at 23.65p	£20.69
Standing charge	30 days at 51.61p a day	£15.48
Cost of electricity		£36.17

Meter readings

Opening read on 9th June	Opening reading	18249.000
Closing read as of 8th July	Smart meter	18336.500
Total units		87.500 kWh

Your electricity tariff

Plan name	1 Year Fixed 29 May 2025
Payment method	Direct Debit
Unit rate	23.65p per kWh
Standing charge	51.61p a day
Contract start date	9th June 2025
Contract end date	8th June 2026
Exit fee	£50.00 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

Supply address 58D
 NEW HALL LANE
 BOLTON
 BL15LW

Meter Serial Number G4P21431361700

MPRN 5041715606

Gas in detail 9th Jun - 8th Jul 2025

Detailed charges

Energy use	195.576 kWh at 5.52p	£10.80
Standing charge	30 days at 32.38p a day	£9.71
Cost of gas		£20.51

Meter readings

Opening read on 9th June	Opening reading	3562.000
Closing read as of 8th July	Smart meter	3579.386
Metered volume		17.386
Total units		195.576 kWh

Your gas tariff

Plan name	1 Year Fixed 29 May 2025
Payment method	Direct Debit
Unit rate	5.52p per kWh
Standing charge	32.38p a day
Contract start date	9th June 2025
Contract end date	8th June 2026
Exit fee	£50.00 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: 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.

Our electricity sources

Each year, energy suppliers are required to report their fuel mix. This reporting takes into account the allocation of different types of power based on the purchase of different certificates, including some called 'REGOs'. These certificates don't change how much renewable power there is - they just apportion what's already there to specific people. They don't increase the amount of renewables on the grid - they just help those suppliers to look better on paper.

At OVO, we stopped backing the electricity we sell with these certificates as standard in 2023. We believe there's a better way, bringing more renewables on to the grid and being up front about it too. The energy going into our customers' homes is exactly the same as whether they were with OVO or another supplier. Without purchasing these certificates as standard, OVO's allocated fuel mix for the period April 2023 - March 2024 was as follows: Natural Gas - 61%, Coal 13%, Renewables 11%, Nuclear 9%, Other 6%.

Read more at [ovoenergy.com/fuel-mix](https://www.ovoenergy.com/fuel-mix)

Get help with an energy problem

If you live in England or Wales, go to [citizensadvice.org.uk/energy](https://www.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](https://www.energyadvice.scot) or contact Advice Direct Scotland on 0808 196 8660. Calls are free. For British Sign Language enquiries, go to [contactscotland-bsl.org](https://www.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](https://www.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.