



Ovo Energy
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Mr Paul Smith
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Date: 19 July 2013
Account number: 2244341
My Ovo ID: 100161401

Dear Mr Paul Smith,

Every year there are various bits and pieces of information we need to let you know about. Rather than sending you them one at a time, we're keeping it green by putting it all together.

You may have received one of these from us (or an old supplier) recently, but some important information has changed so we wanted to let you know.

If you have any questions or would like a paper copy of any information we mention, feel free to get in touch by emailing hello@ovoenergy.com or giving us a ring on 0800 5999 440.

If you'd like some impartial advice

It's easy getting independent advice about your rights as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

Visit <http://www.adviceguide.org.uk> for up to date information or contact the Citizens Advice consumer service on 08454 04 05 06.

If you are unhappy

If you have a complaint please let us know as soon as possible so we can try to put things right. Once we've understood the problem, we'll work hard to fix it for you. To find out more, visit www.ovoenergy.com/ifyouareunhappy or call our lovely Customer Care team on 0800 5999 440.

Gas leaks or emergencies

If you are having problems with your gas, you should call the National Gas Emergency Service on 0800 111 999. We recommend storing this number on your phone or popping it on a sticky note somewhere handy like your fridge.

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Our Promises to you

We promise to treat you fairly and give the service you deserve. To make sure we do this, we've created our Codes of Practice.

They cover some really vital areas (such as information on gas safety and what to do if you're having payment difficulties) and contain handy contact details.

You can see a full list by visiting www.ovoenergy.com/ourguides. We've explained a couple below too.

Payment difficulties

Sometimes life just doesn't work out as you'd expect. Here at Ovo we know what that's like, so if you are having difficulties paying your bill don't ever be afraid to get in touch.

We can help you decide on a plan of action that works for you. You can find out more at www.ovoenergy.com/paymentdifficultiesCOP.

We've also got some really handy FAQs on understanding your bills and payments - visit www.ovoenergy.com/help-centre for more details.

Free gas safety checks

As one of our customers you may be entitled to a free gas safety check. To be eligible, you:

- Haven't had a check in the last 12 months
- Must be receiving means-tested benefits
- Are not living in a rented property

You must also fall under one of these categories:

- Live with others, one of whom is under 5 years old
- Be of pensionable age, disabled or chronically ill and living alone
- Be of pensionable age, disabled or chronically ill and live with others who are of pensionable age, disabled, chronically ill or under 18 years old

For more information, visit www.ovoenergy.com/gassafetyCOP.

If you need some extra help

Our Priority Services Register gives customers with special requirements extra help. If you are of pensionable age, disabled or chronically ill you can ask to be added, and all information is confidential.

You'll receive additional support, including extra notice if your supply has to be turned off for essential work (we'll aim to make sure your supply isn't stopped at all), quarterly meter reading visits, bills in different formats (such as braille or audio) and more.

Find out more by going to www.ovoenergy.com/psrCOP.

Our big print

From time to time we make changes to our terms and conditions, but we'll always let you know what they are. If you haven't taken a look at them recently, visit www.ovoenergy.com/terms.

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Local Electricity Network Operators

There may come a time when you need to speak to your Local Electricity Network Operator. The three main reasons for this are:

- If you have a power outage
- If you need your meter board or main fuse moved
- If you have to upgrade your supply

You can find your Local Electricity Network Operator on our website by visiting www.ovoenergy.com/localnetworkoperator, checking our map and calling the relevant number. It's as easy as that!

Gas Transportation

The network of pipes that supply gas to your home will be owned a regional network, often referred to as Gas Transporter. Ofgem makes sure they perform to a guaranteed standard of service, and may offer you compensation if they don't.

To see a list of Gas Transporters and examples of when you could get compensation, check out www.ovoenergy.com/gastransportation.

Meter Readings

We need to visit and read your meter at least once every two years. However, we check more often (usually at least once a year) to give you the best service and make sure everything is running smoothly for you. We use a company called Lowri Beck for this.

For some regulatory info, check out the Gas Meter Reading and Meter Inspection Code on the Ofgem website at <http://www.ovoenergy.com/meterinspectionguide>.

Where our energy comes from

We're always open about where we get our gas and electricity from, and source as much as we can from renewable, ethical sources. To learn more, visit www.ovoenergy.com/energysources. Here's our fuel mix from July 2011 to July 2012, combining both our New Energy and Green Energy customers. Please note that Green Energy customers only ever pay for renewable, green energy sources.

Energy Source	Ovo Energy	National Average*
Coal	24.3%	29.2%
Natural Gas	39.3%	40.7%
Nuclear	4.7%	19.1%
Renewables	28.5%	9.2%
Other	3.2%	1.8%
CO2 g/Kwh	392	430
Radioactive g/kWh	0.0004	0.0017

*Source: Department of Energy and Climate Change (DECC)

We hope this helped; if there's anything extra we can do for you please get in touch.

Kind regards,

The Ovo Team

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