



Account number

25177800

Date generated

27th April 2026



Mr Kasyap Daliparthi
15, GOSS CROFT
BIRMINGHAM
B29 6NN

Your final statement

Summary of charges

Cost of electricity	£25.16
Cost of gas	£17.28
VAT 5% of £42.44	£2.12
Total charges	£44.56

Your balance

Starting balance
£7.05 in debit
17th April

Total charges **£44.56 out**

Closing balance
£51.61 in debit
16th May

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 15
GOSS CROFT
BIRMINGHAM
WEST MIDLANDS
B296NN

Meter Serial Number 18K0286992

MPAN 1415738901005

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	14	1573	8901 005

⚡ Electricity in detail 17th Apr - 16th May 2026

Detailed charges

Energy use 93.070 kWh at 22.76p	£21.18
Standing charge 7 days at 56.88p a day	£3.98
Cost of electricity	£25.16

Final meter readings

Opening read on 17th April	Smart meter 20419.930
Closing read as of 23rd April	Final reading 20513.000
Total units	93.070 kWh

Your electricity tariff

Plan name	Simpler Energy 01 April 2026
Payment method	Direct Debit
Unit rate	22.76p per kWh
Standing charge	56.88p a day
Contract start date	1st April 2026
Contract end date	23rd April 2026

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 263.340 kWh.



Supply address	15 GOSS CROFT BIRMINGHAM B296NN
Meter Serial Number	G4K00766741816
MPRN	2556878206

Gas in detail 17th Apr - 16th May 2026

Detailed charges

Energy use 283.195 kWh at 5.42p	£15.34
Standing charge 7 days at 27.73p a day	£1.94
Cost of gas	£17.28

Final meter readings

Opening read on 17th April	Smart meter 6503.824
Closing read as of 23rd April	Final reading 6529.000
Metered volume	25.176
Total units	283.195 kWh

Your gas tariff

Plan name	Simpler Energy 01 April 2026
Payment method	Direct Debit
Unit rate	5.42p per kWh
Standing charge	27.73p a day
Contract start date	1st April 2026
Contract end date	23rd April 2026

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: data.nationalgas.com/find-gas-data

For comparison, in the same period a year ago, you used 251.346 kWh.

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.