Your Home Energy
SUPPLIER INFORMATION

Your energy supplier: OVO energy

Customer services:
Tel: 0330 303 5063
Mon-Fri 9am-5pm

Prepayment meter enquiries:
Tel: 0330 175 9669 Option 1
Mon-Fri 8am-6pm
Weekends 9am-2pm

Book a smart meter:
Book an appointment online or call: 0330 303 5063

Submit meter readings:
App, online, web chat or call automated phone line 0330 175 9676

In an emergency

Gas

If you smell gas, think you have a gas leak, or are worried about carbon monoxide, call the National Gas Emergency line 0800 111 999. It's open 24 hours a day, seven days a week and you won't be charged for any checks or repairs to your gas supply or meter.

Electricity

If you have an electrical emergency, for example a power cut, call 105. This will connect you to the electrical network operator in your area. It's available 24 hours a day, seven days a week, and it's free of charge.

Tips for saving money
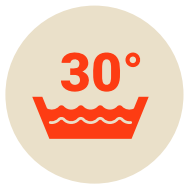## BY REDUCING ENERGY USE

Switch appliance off

Don't leave appliances in standby mode, switch them off at the wall = save around £35 per year.

Turn thermostats down

Turn down your main thermostat by 1 degree = save around £60 per year.

Wash clothes on 30°

Cut back on the use of electrical appliances and wash at 30° = save around £9 per year.

Shower time

Reducing the time spent in the shower by 1 minute = save a family of four around £75 a year.

Kettle use

Only fill the kettle with the amount of water required = save around £6 per year.

Turn taps off

Turn off the tap whilst brushing your teeth = save up to 200 gallons of water per month.

Washing up

Use a washing up bowl rather than running water = save around £25 per year.

Turn lights off

Turn off lights when you're not using them or leaving a room = save around £15 per year.