



Switching to ovo energy

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We'll start supplying your energy from the date you switch. Around four to six weeks later, we'll have confirmed the opening readings with your previous supplier and send you your first monthly summary.

Switching should be straightforward, whichever supplier you choose. And at OVO, it takes under 2 minutes to get a quote and sign up. All we need to know is: Where you live; Whether or not you own the property; How you want to pay - by Direct Debit, on demand, or pay as you go; Whether you'd like a quote for gas or electricity, or both

Here, you can check the prices we offer on our range of plans and get a monthly Direct Debit quote. We'd really recommend finding out your annual usage figures from your current supplier and adding these under Do you know how much energy you use?

Don't worry if you don't have the exact figures as we can base your quote on average usage for your size of home. Then it's just a matter of choosing which plan suits you best. You can see more details about the unit rates and standing charges on each plan by selecting "Tariff Information Label"

Next thing to look out for is your welcome email. This should land in your inbox within an hour and will have all the important details inside, such as your switching date and Direct Debit starting date. It's also a good idea to check we've got your details correct. Something incorrect on the welcome email? Reach out to the Support Team, who'll be able to put things right. If you haven't received the email the team can also check this is on the way, (always worth a quick check of the junk email folder before getting in touch).

Another exciting part of the welcome email will be directions on how to login to your brand new online account. This is our online portal that will allow you to easily manage your account, with some great carbon-saving tools such as OVO Energy Tracker.

Following the changes in the switching process, you've now got even greater control over the process. When you apply to join us you can pick the date your switch will take place. From the next working day up until 29 days notice, you decide. Just choose the date you'd like to join us on our Quote and Switch page.

If you're switching to us in the next 10 days we'd recommend submitting your opening meter readings as soon as the welcome pack arrives. If not, we'll get in touch to remind you closer to the time. Even if you have smart meters we recommend taking the readings yourself, you can then submit them on your online account.

You'll be able to submit the readings here until five days after the switch date. If you haven't managed to pop them in by this point we'll use estimated readings to start your account, they should be fairly accurate if you've got a smart meter or given regular readings to your old supplier. For more information on what to do if



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your opening readings seem wrong, check out our guide to meter reading disputes.

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Contact us for free full report

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