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Tables notes: Customer results based on an October 2023 online survey of 9,025 energy customers among the general public. Customer score: based on satisfaction and likelihood to recommend. Customers rated other service aspects, shown as star ratings. We require 50+ responses to give a rating.

Sample sizes: Utility Warehouse (204), Octopus Energy (1,576), Ecotricity (55), E (57), Utilita (199), Outfox the Market (52), Co-op Energy (62), Sainsbury's Energy (85), Shell Energy (499), EDF Energy (995), Eon Next (1,365), Ovo Energy (732), Scottish Power (667), So Energy (98), Boost (65), British Gas (2,225).

OVO Energy was founded in 2009 with a focus on providing greener and cheaper energy services. They put a strong emphasis on simplicity, so if anyone finds navigating energy suppliers and tariffs difficult OVO Energy could be the supplier for you.

OVO Energy proudly promotes the fact they offer 100% renewable energy, so people wanting a greener more environmentally friendly supplier will also find OVO Energy to be a great choice. They operate throughout the UK and offer both electric and gas services for customers.

While their home tariffs are quite simple they also offer a variety of other products including upgrades, electric cars services, smart storage heaters, and home energy storage. But if you're just sticking to the basics OVO Energy offers a great service that is sure to please many people.

The reviews for OVO Energy are very positive as well with over 47,000 reviews on TrustPilot and a score of 4.3. So, now you know the basics of OVO Energy let's take a look at how they operate in more detail with our in-depth OVO Energy review.

OVO rarely offer one of the cheapest tariffs on the market. Generally from our research on comparison sites they sit around mid-table in terms of price. Which? also gave OVO 3/5 stars for 'Value for money', which fits with what we have found.

OVO perform well on third party review site Trustpilot. They have over 47,000 reviews and an overall score of 4.3 out of 5. 70% of reviewers rate them as 'Excellent'; with only 8% rating them as bad. You can see a full breakdown below:

In the survey results from Citizens Advice, OVO Energy performed very similar in terms of overall position. This time coming 12th out of 34 suppliers with an overall score of 3.45/5 (Igloo energy came 1st with a score of 4.65/5). Complaints, clearness of bills and customer guarantees seemed to impact their overall score the most.



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Which? however had different results in their test, they found that OVO took on average over 5 minutes to answer a call. They didn't provide any results to email response times, but they did find that OVO responded in less than 5 minutes over live chat.

OVO's latest annual complaints report (from 2019) shows that 89% of the complaints they received were resolved within the first day of being received. The main areas that complaints were raised about were customer service, Billing and Direct Debits & refunds.

OVO Energy's website is clean and modern which makes it easy to navigate and find the information you're looking for. The help and support section, in particular, is worthy of praise and so is the discussion forum. We have seen other energy suppliers provide a discussion forum, but this is one of the best we have seen in terms of design and user activity.

Contact us for free full report

Web: <https://www.sumthingtasty.co.za/contact-us/>

Email: energystorage2000@gmail.com

WhatsApp: 8613816583346

