Chat with us online at:
help.ovoenergy.com/payasyougo

Or give us a call:
0330 175 9669

Monday to Friday - 8am to 8pm
Weekends - 9am to 5pm

Ms Carla Bruce
60J NEWMANSWALLS Avenue
MONTROSE
DD10 9DD

Account number:
24511311

15 July 2026

Your repayment details.

Hello Carla,

We're getting in touch to confirm your new repayment plan. It's important to us to help you get a debt-free energy account. We want to work with you on this, so you can clear the debt bit by bit, at a manageable rate.

Here's a summary of your plan.

	Electricity
Added to what you owe	£45.00
This takes the total debt amount on your meter to	£541.73
You'll pay this back at	£0.57 a day
We sent this update to your meter on	14 July 2026
Sticking to this plan, your debt will be paid off by	February 2029

Remember, a little bit of your credit will be used for your repayments each day, even if you're not using any energy. So make sure to keep your credit topped up. You can find out all the ways to pay at ovoenergy.com/topping-up-smart

Once you pay off the balance owed, the repayments will automatically stop and you'll only pay for the energy you're using.

Please remember that this plan is something we can work together on. So if you're worried about making repayments, or feel they're not manageable, the first thing to do is get in touch with us. We're always here to help – and there are lots of ways we can do this.

- Our help area help.ovoenergy.com/payasyougo is a great place to find answers.
- Or chat with us online at the same webpage. Just click the green chat icon on the bottom right of your screen. We're here to help anytime from 8am to 8pm Monday to Friday and 9am to 5pm on weekends.
- Or call us on 0330 175 9669 during the same times.

Aiker Legal
Certified to be a true copy of the original document and a true likeness of the client

Signed .....