



# Ovo energy head office

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OVO Energy is British-owned and privately backed, with its headquarters in Bristol. OVO Energy supplies gas and electricity to domestic customers since 2009. This sector of the UK economy is dominated by a number of larger companies known as the Big Six.

OVO's aim is to move away from gas and help create an energy system driven entirely by renewable generation to decarbonise homes and power them with renewable energy. It partnered with multiple both large and small-scale renewable generators, including: Orsted [2021], Ambition Community Energy, Genatec, St Fergus Energy Park and Atrato Onsite Energy plc [2023].

Plan Zero is OVO's response to the climate crisis. The three areas of focus include: Climate, Customers, and Culture. It outlines OVO's path to decarbonisation with a 2035 net-zero target. Since 2018, OVO has seen an over 50% reduction in operational emissions. OVO has committed to limiting its carbon offsetting to just 10% of its total emissions.

Electricity supplied by OVO Energy comes directly to homes from the National Grid. As with all electricity this means it comes from various sources like wind, solar, natural gas and nuclear. In 2023 OVO stopped selling 100% renewable energy tariffs purely backed by renewable energy certificates known as REGOs. OVO provides an add-on that allows customers to get 100% renewable electricity backed by power purchase agreements.

OVO's "pay as you go" product has been branded as Boost since 2017. After taking on customers from Economy Energy in 2019, the brand had around 350,000 customers.

OVO Energy sources its gas from the national grid. The majority of the UK's gas is sourced from the North Sea; the rest comes from Norway, Continental Europe and some from further afield. Increasingly, gas is imported as liquefied natural gas (LNG), natural gas cooled to about -165°C (-265°F) and compressed to make it easier to transport.

OVO launched OVO Solar in 2023. This offered customers solar photovoltaic (PV) panels, batteries, inverters and a Smart Export Guarantee (SEG) rate.

Power Move: This challenges customers to move their non-essential electricity to a different time of day, and only use 12.50% or less of your electricity during peak hours of 4pm to 7pm, Monday to Friday. It allows customers to earn money off their energy bill when they complete this challenge.

Heat Pumps: Working in partnership with Heat Geek, OVO are offering Heat Pump Plus - this gives customers a rate of 15p per kWh, a cheaper alternative to gas boilers.

Corgi: In 2017 CORGI HomePlan became part of the OVO group. They're a boiler and home emergency provider in the UK, that currently provide their services to more than 165,000 customers.

OVO Beyond: This is an exclusive app for OVO customers, allowing them to manage their energy and get personalised tips, exclusive offers and advice.

Charge Anytime: This allows customers to charge their EV from their home, accessing cheaper rates than they would in public (by charging your car at the cheapest times possible).

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