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Chat with us online at:  
[help.ovoenergy.com](https://help.ovoenergy.com)

Monday to Friday  
8am to 6pm

Account number  
**24565201**

01 January 2026

## Your energy prices are changing in January

Hello Mr Jason Harrison,

The energy price cap set by the energy regulator, Ofgem, is changing on 1 January. Here's what this means for you.



Your current costs

**£740.90**



Your new costs

**£766.13**



Your estimated annual change

**£25.23**

If you have a smart meter your prices will update automatically on 1 January.

If you have a traditional meter your prices will update when you top up from 1 January.

You can find out more about these changes at [ovoenergy.com/pricecap](https://ovoenergy.com/pricecap)

### If you need financial support, we're here to help

You can get in touch with us on **0330 175 9669** (Monday to Friday, 8am till 8pm and Saturday to Sunday, 9am till 5pm). **OVO Extra Support** offers customers extra financial help with bills, free home efficiency kits, or debt support. In the last 12 months, we helped over 5,000 homes, totalling over £15 million. You can find out more and apply at [ovoenergy.com/extra-support](https://ovoenergy.com/extra-support) or head to [ovoenergy.com/energy-support](https://ovoenergy.com/energy-support) for more information about energy efficiency and other help available. We've helped thousands of people and we can support you too.

### Important: Pay As You Go might not be right for you

We want to make sure that the way you pay for energy is safe and practical for you. If you have a medical issue or you need extra support managing your energy, Pay As You Go might not be right.

To check if there's a better way to pay for your energy please fill in the short survey at [ovoenergy.com/persurvey](https://ovoenergy.com/persurvey). If you can't access the survey please call us on **0333 175 9669** (8am to 8pm Monday to Friday, and 9am to 5pm on weekends) and we can take you through it.

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