



# Ovo energy uk call centre

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I need a detailed explanation of my bill as my gas meter has been out of action for three months and I am having a new account issued with an "actual" electricity reading and an "estimated" gas reading, the lady in the overseas call centre was pleasant but completely ineffectual, his don't get to speak to someone in the U.K., do j gave to call at a certain time/date ?

Try downloading one of the ofgem regulated 3rd party apps and see if they can see your gas readings. For example

[https://hugoenergyapp .uk/](https://hugoenergyapp.uk/)

It will help narrow down if it is an ovo issue or a meter/connection etc issue

Thanks but I was thinking more along the lines of speaking to a U.K. call centre because of the quality of service, I'm weary with struggling to communicate with someone who speaks English as a second language.

There is only one call centre number as far as I am aware. The reason Jeffus mentioned the alternative usage capabilities is that if there's a problem with your meter readings getting to your supplier, unless you give a manual reading, they will be estimated

Thanks, I know that but someone told me that calls flip through to the overseas call centre when there's peak demand and when it's quoted they're answered in the U.K., I may be wrong though.

It's more likely to happen as an overspill thing. However, Live Chat tends to be faster as agents can deal with more than one conversation at a time if needed - try it via <https://ovoenergy /help> as I find that works better.

All of our Support Team receive the same level of training regardless of their geographic location

We do have alternative ways to speak with them such as live chat at <https://>

You can also contact them on Whatsapp - 0330 175 9695

I'm not concerned about their level of training, it's more a case of their level of English, the agent I spoke to the other day was pleasant and helpful enough but a challenge to say the least, her accent was so strong I had to keep asking her to repeat herself and she appeared to be struggling in understanding me, forgive me if this sounds impolite but I don't think I should have to struggle to make myself understood, something which made a difficult query even more hard to handle. Please don't suggest live chat either as I get nowhere with that for the same reason.



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Contact us for free full report

Web: <https://kary.com.pl/contact-us/>

Email: [energystorage2000@gmail.com](mailto:energystorage2000@gmail.com)

WhatsApp: 8613816583346

