

Your Smart Export Guarantee (SEG) application.

Supporting documents guide

Great news – you're thinking of applying for a Smart Export Guarantee (SEG) tariff. We can't wait for you to take this step on the Path to Zero. This guide talks you through everything you'll need to apply.

For help, call us on **0330 102 7421**. We're here Monday to Friday, 9am to 5pm.



Quick checklist:

These are the things you'll need to apply for a SEG tariff.
You can read more about them further down.

- ☐ Permission to receive the SEG payments (if you don't own the installation)
- ☐ Battery schematics (if you have battery storage)
- ☐ Smart meter already installed
- ☐ Your opening export reading
- ☐ Installation accreditation number
- ☐ OVO account number (if OVO supplies your energy)
- ☐ Company authorisation letter (if applying for a company)



What you'll need, in detail



Key documents

We'll need a few key documents to process your application, so it's a good idea to have all of the ones relevant to you ready to upload. Below are the kinds of documents we need.

1. Permission to receive the SEG payments (if you don't own the installation)

If the installation is owned by a family member

- A signed letter or email from the owner of the installation, giving permission for you to apply for SEG and receive the payments

If you rent a property

- A letter or email from your landlord, council, or housing association, giving permission for you (the tenant) to receive the SEG payments

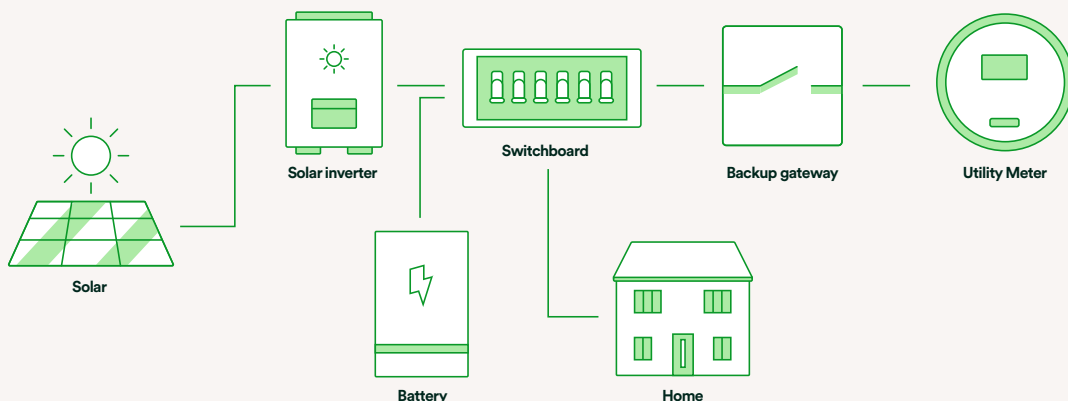
2. Battery schematics (if you have a storage battery)

A copy of the battery schematics Single-Line Diagram (SLD) that was provided by your battery installer. Please check that this shows the following:

- Your installation address and postcode
- Your battery, generation meter, and import meter clearly labelled
- Where your battery is in relation to your installation
- The direction of energy going from your system to the rest of the installation

We also need to know:

If your battery can be charged from the grid. If it can be, do you have a bi-direction meter installed? You can ask your battery installer if you're unsure.



What you'll need, continued



A smart meter

You need to have a smart meter already installed to apply for a SEG tariff. If you don't have one and you're with OVO for your energy, [you can book to have one installed now](#). Otherwise, you'll need to ask your current energy provider to install a smart meter.



Your opening export reading

A clear photo of the serial number and export reading in kWh from your smart meter (we can accept photos from your phone). If you need help taking your reading, you can use [this guide](#).



Your installation accreditation number

You should have received your accreditation certificate in your handover pack when your system was installed (or when you bought the property).

- If you have an MCS certificate, we just need your MCS certificate number in this format: MCS-12345678-A
- If you have a Flexi Orb certificate, we need a copy of your certificate
- If you have a large capacity installation of 30kW or more*, we need a copy of your certificate

*Installations above 30kW aren't eligible for the SEG Beyond Exclusive tariff



What you'll need, continued



Your OVO account number (if we supply your energy)

If you're applying for our SEG Beyond Exclusive tariff, we'll already be your energy supplier. We'll need to know your existing OVO account number so we can connect it to your new SEG account. You can find this:

- **In your online account** under "Today's balance" on the homepage once logged in
- **In the app** by clicking the person icon at the top right of the screen once logged in (your account number will be displayed below your address)
- **On your energy bill** at the top right on the first page of any bill (example below)

As a reminder, SEG Beyond Exclusive is only available to pay monthly customers. If you pay as you go for your energy, you won't be able to sign up.



Mr Smith
1 Rivergate
Temple Quay
Bristol
BS1 6ED

Chat with us online at:
help.ovoenergy.com

Call us on:
0330 303 5063

Monday to Friday
8am to 6pm

Account number
12345678

29-07-2024



A company authorisation letter (if you're applying for a company)

An authorisation letter on the company letterhead, signed by a director. This should confirm that you're responsible for the administration of the Smart Export Guarantee and are authorised to sign the contract on behalf of the company.

How to apply for a SEG tariff.

Follow these links to our SEG application forms

- **SEG Beyond Exclusive** Choose this tariff if you're an OVO energy customer and you're already generating your own renewable energy.
- **SEG** Choose this tariff if you're not an OVO energy customer and you're already generating your own electricity.

Go to ovoenergy.com/seg to check our full eligibility requirements for each tariff.



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