



British Gas

Looking after your world

Ms Monica Croucher
LITTLE CARRINGTON
6 EDDEYS LANE
HEADLEY DOWN
BORDON HAMPSHIRE
GU35 8HU



We have made some changes to our terms and conditions for supplying you with gas and electricity. To request an updated copy, please call on **0800 048 0202** or go to **britishgas.co.uk/terms**

Your summer gas bill

Your customer number:
85 00 17 64 49 92

Bill date:
10 Aug 2013

Bill period:
9 May 2013 - 9 Aug 2013

1

What do I owe?

Your summer payment is

£174.40

You're on our Standard tariff

Your gas use this summer was

= 3307.21 kWh (kilowatt hours)

Your actual meter reading

Gas

1 3 5 4 7

I'd like more detail
See step 4

2

When do I pay?

Your payment is due by

Pay by this date and you'll benefit from our Prompt Payment discount on your next bill.

27th August

Your payment slip is on the last page of your bill

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How can I get in touch?

britishgas.co.uk/MakeAPayment
britishgas.co.uk/SubmitMeterRead

Call our 24 hour automated line on
0800 107 0224

To pay your bill or to give us your meter reads

Where can I get more help?
See step 8

I'd like more detail

What am I paying for?

Total gas kWh used **3307.21**

Your gas use in detail

Meter number: G4K63865330513

9 May 2013 - we read your meter 13250
 9 Aug 2013 - we read your meter 13547
 Actual units used over 93 days 297

(Unit calorific value for this period 39.20)

Gas units converted into kWh 3307.21

Cost of first 683.00 kWh used at 7.785p £53.17

Cost of next 2624.21 kWh used at 4.413p £115.81

Total gas used £168.98

Prompt Pay discount -£2.88

VAT at 5.00% £8.30

Total gas including VAT £174.40

Your previous balance **£439.27**

Your payments -£439.27

Total to pay £174.40

What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast for a family of four or 2 hours of warmth



Gas is a natural product. One unit does not always produce exactly the same amount of energy. In order to price energy from gas consistently, we convert your units used into kilowatt hours of energy, using the following formula:

a. metric units used	297
b. x calorific value	39.2
c. x volume correction	1.0226400
d. ÷ metric conversion	3.6
e. = kWh	3307.21

How does this compare with last year?

Calculations include estimated meter readings

Your gas use compared with last summer (kWh)

9 May 12 - 9 Aug 12 4213.39 kWh

9 May 13 - 9 Aug 13 **3307.21 kWh**

Projected cost of gas over the next 12 months.

From **12 Aug 2012** to **11 Aug 2013**, you used **27523.09 kWh** of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£1370.21**. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
11 Aug 13 - 10 Aug 14	Standard	£1370.21

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Can I save some money?

1. Change

To change the way you pay go to our website or speak to one of our team

2. Be efficient

Manage your energy consumption

For a complete checklist of suggestions on how to save go to

britishgas.co.uk/betterdeal

You could save an average of £67[†] a year by changing to Direct Debit.

[†]For details **britishgas.co.uk/directdebit**

See how your energy use compares with others in your neighbourhood **britishgas.co.uk/compare**

6

Where does my money go?

The information below shows how what you pay covers much more than just the wholesale cost of gas*.

External Costs

Our Costs



*Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 14,666 kWh of gas and average regional prices. Profit figure shown is after tax.

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Ways to pay

You'll need your customer number:
85 00 17 64 49 92

Switch to Direct Debit
Collect 800 Nectar points for each account you switch. Go to **britishgas.co.uk**

Credit or Debit card
Online or by phone: visit **britishgas.co.uk/MakeAPayment** or call us on **0800 107 0224**. AMEX not accepted. Please allow 2 working days for your payment to clear.

Internet or phone banking Pay us directly using account number **71584685** and sort code **40-05-30**, quoting your customer number: **85 00 17 64 49 92**

PayPoint
Take this bill and pay by cash.

SMS
Call us on **0800 048 0202** to register

Bank or by post
Take your payment slip with your payment card, cash or a cheque to the bank. Or send a cheque made payable to 'British Gas Trading Ltd'. Write your customer number on the back and send to: British Gas, Payment Area 55, Camberley, GU95 1AB

Post office
Take your payment slip with your payment card, cash or a cheque made payable to 'Post Office Ltd'.

Allow 3 working days for payment to clear the bank/Post Office and PayPoint, 5 if you pay by post.

Please don't send cash in the post.

Where can I get some help?

For our team use these details

britishgas.co.uk

To manage your account, pay your bill and submit your meter reads.

Speak to one of our general enquiries team

0800 048 0202

Mon-Fri 8am – 8pm / Sat 8am – 6pm

Write

Our address is
British Gas
PO BOX 4805
Worthing
BN11 9QW

For account questions please have your meter reading handy.

Consumer Checklist

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply. See britishgas.co.uk/consumerchecklist

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

Your gas meter point reference number is:

40 31 92 06 04

Southern Electric Price Area
G4S read your meter

Emergency

Smell gas?

0800 111 999

(24 hours a day)

Boiler breakdown?

0800 294 9650

(24 hours a day)

We're never far away in an emergency.

If your boiler or central heating isn't working just give us a call.

To find the name and address of the company responsible for the gas pipeline delivery network to your home, please call:

08701 600 229

Mon-Fri 8am – 9pm,
excluding Bank Holidays

If you're unhappy with the service we have provided

Please contact us on
0800 072 8632
Mon-Fri 8am – 8pm /
Sat 8am – 6pm

or go online at
britishgas.co.uk/energycomplaints

or write to
British Gas Complaints Management Team,
PO BOX 4804,
Worthing BN11 9QU

We will do all we can to resolve your issue straight away. If you remain unhappy please write to Kevin Roxburgh, Director of Customer Service, at the same address.

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit adviceguide.org.uk or call the Citizens Advice consumer helpline on **08454 04 05 06**.

If your complaint remains unresolved after 8 weeks you can contact **Ombudsman Services: Energy** on **0330 440 1624** (Textphone **0330 440 1600**) or online at ombudsman-services.org/energy.html



0800 calls free from BT land line.
Mobiles and other providers' charges may vary.
Calls may be monitored and/or recorded for quality and compliance purposes.

British Gas Trading Limited Registered in England No. 3078711.
Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.
VAT Registered Number 684 9667 62. Bill date & tax point 10 August 2013.



Trans
cash

Gas Payment Slip

British Gas

bank giro credit

155

24

Reference (customer account number)

85 00 17 64 49 92

Ms Monica Croucher

Credit account number

143 0653

Amount due

no fee payable at P.O. counter

£ 174.40

Cheque acceptable at a Post Office



9826 1388 9085 0017 6449 923

43-06-53

HSBC Head Office Collection Account

Please do not write in the area below or fold this voucher

Total cash

Cheques

£

Cashiers stamp and initials

Signature
Date

/ /

850017644992 A4241430653 91 X



British Gas

Looking after your world

Ms Monica Croucher
LITTLE CARRINGTON
6 EDDEYS LANE
HEADLEY DOWN
BORDON HAMPSHIRE
GU35 8HU



Your annual gas statement

Statement date:
11 Aug 2013

Statement period:
28 Jul 2012 - 27 Jul 2013

Your customer number:
85 00 17 64 49 92

This statement is for your information only. It's a review of your last 12 months as our customer, to keep you up to date on your energy costs.

1

What did I use last year?

You used

27671.57 kWh (kilowatt
hours)

Calculations include estimated meter readings.

2

What will I spend next year?

Our forecast, based on the breakdown below, assumes you will use the same amount of gas as last year but could be affected by changes in consumption and tariffs.

Period	Charges	Estimate
28 Jul 13 - 27 Jul 14	Standard	£1379.07

Total forecast for the next 12 months **£1379.07**
(this includes VAT)

3

Am I on the right tariff?

Your current tariff is

Standard

The unit price you currently pay is 8.174p up to 2680 kWh and 4.634p thereafter.

Annual cost: £1377.09

There are no early exit fees to switch between any of our tariffs.

Look at your personalised Tariff Check table below to see if you could be on a better deal with us. Prices are based on your consumption and on paying by Direct Debit.

Online Variable August 2014	Clear & Simple	Standard
- Online - Until 31.08.14	- Standard Variable - No end date	- Standard Variable - No end date
Annual cost: £1261.78 £30.00 early exit fee applies to this tariff if you change supplier before 31 August 2014.	Annual cost: £1314.45 This tariff does not have an early exit fee.	Annual cost: £1328.03 This tariff does not have an early exit fee.

To find out more speak to one of our team or go to our website

britishgas.co.uk/tariffcheckbill

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What have I saved?



Take gas and electricity with us to get our Dual Fuel discount. It's easy to switch, just go online at

britishgas.co.uk/dualfueldiscount



Only pay for the energy you use, with EnergySmart™ – by entering meter readings online your bills will be 100% accurate. Go online at

britishgas.co.uk/smart



Save money by insulating your home. Save up to £135 a year with cavity wall insulation and up to £175 with loft insulation*. Find out more at

britishgas.co.uk/insulation21

* Source Energy Saving Trust



You could save an average of £67† a year by changing to Direct Debit.

† Refer to britishgas.co.uk/directdebit

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Can I change supplier?

We won't charge you any exit fee if you decide to change to another supplier.

What about my security deposit?

As a result of credit checks, we may have asked for a security deposit. If we have asked you for a security deposit and you have any questions relating to this, please call us on 0800 048 0202.

You can get advice on changing suppliers from Citizens Advice consumer helpline on **08454 04 05 06** or by Visiting adviceguide.org.uk

Consumer Focus has a Confidence Code for online switching to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus. For more information log on to consumerfocus.org.uk

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