



British Gas

Looking after your world

Ms Monica Croucher
Little Carrington
6 EDDEYS LANE
HEADLEY DOWN
BORDON HAMPSHIRE
GU35 8HU



Your gas bill

Your customer number:
85 00 17 64 49 92

Bill date:
21 Jul 2014

Bill period:
16 Apr 2014 - 21 Jul 2014

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What do I owe?

Your
payment is

£80.72

Gas tariff: Standard

Your gas use was

1124.67 kWh

(kilowatt hours)

See step 4 for more details about your account and tariff

To pay your bill or to give us your meter reads

britishgas.co.uk/makeapayment
britishgas.co.uk/submitmeterread

Call our 24 hour automated line on
0800 107 0224

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When do I pay?

Your payment is due by
4th August

Your payment slip can be found
on the last page of this bill

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Could I pay less?

Remember - it might be worth thinking about
switching your tariff or supplier*.

Your 12 month Personal Projection for your current
tariff is **£652.64**

Save £35.59

Standard DD
Variable tariff



Save £88.19

Fixed Price August
2015**

Fixed Dual Fuel tariff



**Our cheapest
tariff overall**

You could fix your
prices for longer with
our Fixed Price
January 2017 tariff
with a personal
Projection of
£617.05



All of the prices above include VAT and any discounts.

Dual Fuel only. Direct Debit only.

Your Personal Projection is an estimate based on your previous
consumption, and could be affected by future tariff, price or
consumption change. All tariffs subject to availability.

* You will not be charged an exit fee if you switch supplier before your tariff's end
date.

** May involve moving to different T&Cs. Visit britishgas.co.uk/tariffs

I'd like more detail

About your tariff

This information will help you to compare your current tariff with others available.

Your gas tariff

Tariff name	Standard
Payment method	Cash/Cheque
End date	
Exit fees (if you switch supplier before end date)	Not applicable
Your actual usage in the last 12 months	11301.25 kWh

About your TCR

Tariff Comparison Rate (TCR):
Not applicable

The TCR can be used to compare the price of energy tariffs across suppliers.

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 13,500 kWh of gas and should be used as a guide only. For more information on our tariffs and TCRs go to britishgas.co.uk/tariffs

What you paid – thank you

Post Office payment	29 April 2014	£162.35
Total payments		£162.35

Your gas use in detail

Meter number: G4K63865330513

16 Apr 2014 - you gave us your meter reading	14418
21 Jul 2014 - you gave us your meter reading	14519

Actual units used over 97 days (Unit calorific value for this period 39.2)	101
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Gas units converted into kWh

1124.67 kWh x 4.700p	£52.86
Standing Charge	£24.02

16 Apr 14 - 21 Jul 14
97 days at 24.770p/day

Total gas used	£76.88
VAT at 5.00%	£3.84
Total gas including VAT	£80.72
Your previous balance	£162.35
Your payments	-£162.35
Total to pay	£80.72

Your actual meter reading

Gas 1 4 5 1 9

How we calculate your gas cost?

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	101
b. x calorific value	39.2
c. x volume correction	1.0226400
d. ÷ metric conversion	3.6
e. = kWh	1124.67

How does this compare with last year?

3946.17 kWh

16 Apr 13 - 21 Jul 13

1124.67 kWh

16 Apr 14 - 21 Jul 14

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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



51%

Wholesale gas costs



23%

Delivery to your home
(Regulated by Ofgem)



4%

Environmental & social
policies



7%

Corporation tax & VAT



8%

Operating costs



7%

Our profit

*Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 13,500 kWh of gas and average regional prices. Profit figure shown is after tax. For more information on environmental and social policies visit ofgem.gov.uk/environmental-programmes.

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Can I save some money?

For more information on energy efficiency, to track your energy usage, or have a live online chat with one of our Energy Consultants, visit: britishgas.co.uk/energysaving

1. Insulation

9 out of 10 homes that need loft and cavity wall insulation will now get it for free.* Check if you're eligible today by calling **0800 107 8499** or visiting britishgas.co.uk/eco

If you don't qualify for free insulation, you might be able to access a loan for energy saving improvements via the government's Green Deal, which you pay back through your energy bill. For more information on Green Deal, visit: britishgas.co.uk/greendeal

2. Be energy aware

One of the best ways to reduce your bill is to use less energy. At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: britishgas.co.uk/energysaving

*British Gas installs in mainland Great Britain only. Free installations are through the Energy Company Obligation and are subject to assessment, technical survey and eligibility criteria. The funding available is to cover insulation and if needed extra specialist equipment i.e. scaffolding and vents. Some properties require more specialist equipment which cannot always be covered, if you need more, you have the option to pay the extra. Tenants must seek landlords permission.

3. Change

To change the way you pay go to our website or speak to one of our team. You could save 0.3 p/kWh discount off your gas unit rates by changing to Direct Debit.



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How can I 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

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

Download our App
Pay your bills and view detailed account information.

PayPoint
Take this bill and pay by cash.

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?

Your gas meter point
reference number is:

40 31 92 06 04

Southern Electric Price Area
G4S read your meter

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 9QU

For account questions please
have your meter reading handy.

Know your rights

It's easy to get free,
independent advice so
that you 'Know your
rights' as an energy
consumer. You might
want to get a better deal,
find out how to make a
complaint, get advice
about the quality of your
electricity or gas supply,
or ask for help if you're
struggling to pay your
bills. To 'Know your
rights' visit
**www.citizensadvice.org.
uk/energy** for up to date
information or contact the
Citizens Advice consumer
service on
08454 04 05 06 for a
paper copy.

Our **Priority Service Register** is a free, confidential service that provides
additional support to those most in need. To find out about eligibility
and the services on offer, such as free gas safety checks and the
password protection scheme, call us on **0800 0728625** or go to
britishgas.co.uk/Priority-Service-Register

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

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 are 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 this
is not possible we will aim to
resolve the matter for you
within 14 days.

When you contact us to make a
complaint we will apologise,
provide you with an
explanation and confirm what
action needs to be taken, this
may include a goodwill gesture.
**If you remain unhappy please
write to Kevin Roxburgh,
Director of Customer Service,
PO BOX 4804, Worthing,
BN11 9QU.**

The Citizens Advice consumer service
provides free confidential and impartial
advice on consumer issues and can be
contacted at any stage of the
complaint process. Visit
adviceguide.org.uk or call the Citizens
Advice consumer helpline on **08454 04
05 06**.

**The Ombudsman also provide free,
independent help and advice.** If your
complaint remains unresolved after
eight weeks or we issue you with a
deadlock letter you can contact the
Ombudsman Services: Energy. Write to
PO Box 966, Warrington, WA4 9DF

Call **0330 440 1624**
(Textphone 0330 440 1600)
Fax 0330 440 1625,
email
enquiries@os-energy.org
or go online at
**ombudsman-services.org/
energy**

They may ask us to apologise,
explain what has gone wrong,
correct the problem or give
you a financial award. You do
not have to accept their
decision.

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Trans
cash

Gas Payment Slip

British Gas

bank giro credit

155

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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

£ 80.72

Cheque acceptable at a Post Office



9826 1388 9085 0017 6449 923

Total
cash

Cheques

£

Cashiers stamp
and initials

Signature
Date

/ /

43-06-53

HSBC Head Office Collection Account

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

850017644992 A4241430653 91 X