



# British Gas

Looking after your world

Ms Monica Croucher  
Little Carrington  
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BORDON HAMPSHIRE  
GU35 8HU



We've made some changes to our residential energy terms & conditions around when your supply will start and credit balances. To find out more visit [britishgas.co.uk/whatschanging](http://britishgas.co.uk/whatschanging)

## Your winter gas bill

Your customer number:  
85 00 17 64 49 92

Bill date:  
24 Feb 2015

Bill period:  
7 Nov 2014 - 23 Feb 2015

Your replacement bill

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### What do I owe?

Your payment is

**£354.52**

Gas tariff: Standard

### Your gas use was

**6608.66 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](http://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](http://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  
**10th March**

I want to change how I pay  
See step 7

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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 **£584.41**

**Save £31.24**

■ Standard DD  
Variable tariff

**Save £90.81**

● ■ Price Promise  
February 2016\*\*  
Fixed Dual Fuel  
tariff

Our cheapest  
tariff overall

You could fix your prices for longer with our Fix & Fall June 2016 tariff with a Personal Projection of £553.17

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.

\*\* May have to complete a credit check which may involve moving to different T&Cs. Visit [britishgas.co.uk/tariffs](http://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

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash/Cheque
<b>End date</b>	No end date
<b>Exit fees</b> (if you switch supplier before end date)	Not applicable
<b>Based on your actual usage in the last 12 months</b>	9918.70 kWh

### About your TCR

**Tariff Comparison Rate (TCR):**  
5.64p per kWh

**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](http://britishgas.co.uk/tariffs)

### What you paid – thank you

Post Office payment	15 November 2014	£62.12
<b>Total payments</b>		<b>£62.12</b>

### Your gas use in detail

Meter number: G4K63865330513

7 Nov 2014 - we read your meter	14581
23 Feb 2015 - you gave us your meter reading	15176
Actual units used over 109 days	595
(Unit calorific value for this period 39.1)	

#### Gas units converted into kWh

6608.66 kWh x 4.700p	6608.66
<b>Standing Charge</b>	<b>£310.61</b>
7 Nov 14 - 23 Feb 15	<b>£26.99</b>
109 days at 24.770p/day	

Total gas used	£337.60
VAT at 5.00%	£16.88
<b>Total gas including VAT</b>	<b>£354.48</b>
<b>Your previous balance</b>	<b>£62.16</b>
<b>Your payments</b>	<b>-£62.12</b>
<b>Total to pay</b>	<b>£354.52</b>

#### Your actual meter reading

Gas 1 5 1 7 6

#### 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	595 m <sup>3</sup>
b. x calorific value	39.1
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	6608.66

#### How does this compare with last year?

4927.83 kWh

7 Nov 13 - 23 Feb 14

6608.66 kWh

7 Nov 14 - 23 Feb 15

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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](http://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](http://britishgas.co.uk/energysaving)

### 1. 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](http://britishgas.co.uk/energysaving)

### 2. 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](http://britishgas.co.uk)

**Credit or Debit card**  
Online or by phone: visit [britishgas.co.uk/makeapayment](http://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.

## 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 to:

British Gas  
PO BOX 227  
Rotherham  
S98 1PB

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](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on **03454 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](http://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](http://britishgas.co.uk/energycomplaints)

or write to  
**British Gas Complaints  
Management Team**  
PO BOX 226  
Rotherham  
S98 1PB

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 226, Rotherham,  
S98 1PB.**

**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  
[citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call  
the Citizens Advice consumer helpline  
on **03454 04 05 06**.

If your complaint remains unresolved  
after eight weeks or we issue you with  
a deadlock letter you can contact the  
Ombudsman Services: Energy. **The  
Ombudsman is there to help resolve  
disputes between energy suppliers  
and their customers and can provide  
free, independent help and advice.**  
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](mailto:enquiries@os-energy.org)  
or go online at  
[ombudsman-services.org/  
energy](http://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.

Calls to a 0800 number are free from a BT Calling Plan. Mobile and other providers' charges may vary. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**. Calls may be recorded and monitored for quality assurance and compliance purposes.

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