

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:  
18 Jul 2017

Bill period:  
20 Apr 2017 - 18 Jul 2017

1

### What do I owe?

Your  
payment is

**£45.17**

Gas tariff: Standard

See step 4 for more details about your account and tariff

### Your gas use was

**526.03 kWh** (kiloWatt hours)

2

### When do I pay?

Your payment is due by **1st August**

I want to change how I pay See step 6

3


### Could you pay less?

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

Personal Projection is our estimate of your energy costs (including VAT & other discounts) for the next twelve months and is based on previous actual consumption. This could be affected by future tariff, price or consumption changes.

Your gas Personal Projection is **£718.89**

#### **Cheapest Similar Tariff**

Save **£34.85** by switching to Standard DD  Variable tariff

#### **Cheapest Overall Tariff\***

Save **£189.02** by switching to Fixed Price August 2018  from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

 Both fuels needed on this tariff.  Direct Debit only. Tariffs may have eligibility criteria, limited availability, exit fees and materially different Ts & Cs.

\*Find out more at [sainsburysenergy.com/tariffs](http://sainsburysenergy.com/tariffs)

Switching tariffs may involve changing to materially different Ts&Cs.

Find out more at [britishgas.co.uk](http://britishgas.co.uk)

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

## 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
Tariff ends on	No end date
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual usage (based on your estimated use in the last 12 months)	15082.37 kWh

If you're thinking of switching – give us a call. To help you find a better deal, you'll need your energy data. Just scan this QR code to download it to your smart phone or tablet. If you don't have a QR code reader, you can download one from the App Store or Google Play.



### About your TCR

#### Tariff Comparison Rate (TCR):

4.90p 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 12,500 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

Online Card Payment	24 April 2017	£-286.77
<b>Total payments</b>		<b>£286.77</b>

## Your gas use in detail

**Meter number: G4K63865330513**

20 Apr 2017 - you gave us your meter reading	18374
18 Jul 2017 - you gave us your meter reading	18421

Actual units used over 90 days	47
(Unit calorific value for this period 39.4)	

**Gas units converted into kWh 526.03**

**Cost of gas (526.03 kWh x 3.940p) £20.73**

#### Standing charge

20 Apr 17 - 18 Jul 17	
90 days at 24.770p per day	<b>£22.29</b>

Total gas used	£43.02
VAT at 5.00%	£2.15

**Total gas including VAT £45.17**

Your previous balance	£286.77
Your payments	-£286.77

**Total to pay £45.17**

#### Your actual meter reading

Gas 1 8 4 2 1

#### 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	47 m <sup>3</sup>
b. x calorific value	39.4
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	526.03

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

1757.17 kWh

20 Apr 16 - 18 Jul 16

526.03 kWh

20 Apr 17 - 18 Jul 17

5

## Can I save some money?

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)

### Did you know?

If everybody in a family of four replaced one bath a week with a five-minute shower, a saving of up to £20 a year could be made on the gas bill.

### Did you know?

Doing one less washing machine cycle a week will save £5 of energy a year.

### 1. Be efficient

Manage your energy consumption.

See how your energy use compares with others in your neighbourhood [britishgas.co.uk/compare](http://britishgas.co.uk/compare)



6

## How can I pay?

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

### 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.

### Text

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

### 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**

### 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**  
**Morrison Data Services** 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  
[citizensadvice.org.uk/  
energy](http://citizensadvice.org.uk/energy) for up to date  
information or call us on  
**0800 048 0202** and we'll  
send you a copy of their  
leaflet free of charge.

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 072 8625** 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 our service

We're really sorry you're not happy, we want to sort things  
out for you quickly, so please give us a ring on:

**0800 072 8632**

If you'd rather complain in writing go to  
[britishgas.co.uk/energycomplaints](http://britishgas.co.uk/energycomplaints) or write to **Complaints  
Management Team, PO Box 226, Rotherham S98 1PB**

If you aren't happy with how we're handling your complaint, you can  
get in touch with our Customer Services Director's dedicated team on  
**0800 107 0184** or email [customercomplaints@britishgas.co.uk](mailto:customercomplaints@britishgas.co.uk) or you  
can write to them at the address above. When you get in touch to  
make a complaint we'll investigate fully and let you know what needs  
to happen next. We'll say sorry for anything we've got wrong and may  
make a goodwill gesture, or offer compensation.

### If you need independent advice

The Citizens Advice consumer service gives free, confidential and  
impartial advice. You can get in touch with them for advice at anytime  
during the complaints process. Call them on  
**03454 04 05 06**, or visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy)

### We aim to resolve complaints as quickly as possible

We'll make every effort to resolve your complaint within a day of  
receiving it. However, sometimes it can take a little longer, so if we  
haven't been able to sort things out within eight weeks, or if we  
can't agree a way forward with you, (we call this 'deadlock'), we'll  
write and let you know that you have the right to pass your  
complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy  
suppliers and their customers. It's free to use their services and  
they're totally independent – they don't take sides and their  
decisions are based only on the information they have. You can call  
them on **0330 440 1624**, textphone **0330 440 1600**, email  
[osenquiries@os-energy.org](mailto:osenquiries@os-energy.org), go online at  
[ombudsman-services.org/energy](http://ombudsman-services.org/energy) or write to **Ombudsman Services:  
Energy, PO Box 966, Warrington, WA4 9DF**

You don't have to accept their decision, but if you do, we'll act on  
what they say. That might mean saying sorry, explaining what's  
gone wrong, fixing the problem or paying you compensation.

We record calls to improve our service to you. Calls to 0800 numbers are free from landlines and mobiles. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**.

British Gas is the trading name of British Gas Trading Limited. Registered in England and Wales (No. 03078711). Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. British Gas is a mandatory FIT Licensee. [britishgas.co.uk](http://britishgas.co.uk) VAT Registered Number 684 9667 62. Bill date and tax point 18 July 2017.