



British Gas

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

Bill date	Bill period	Customer number
16.07.2018	06.05.2018 - 16.07.2018	85 00 17 64 49 92

Your bill in brief

Your account
is in debit by
£56.00

Total to pay
£56.00

Please pay by
30.07.2018

For more details about your
account and tariff **see sections
1 and 4 of the detailed bill**

To pay your bill or to give us your meter
readings

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

Alternatively, call our 24 hour automated line on **0333 202 9524**

Contact us

britishgas.co.uk

For more contact information
see the last page of the
detailed bill

0333 202 9802*

Monday to Friday: 8am – 8pm
Saturday: 8am – 6pm

British Gas, PO BOX 227,
Rotherham S98 1PB

Get help if you're unhappy with our service

britishgas.co.uk/energycomplaints

0333 202 9532*

Monday to Friday: 8am – 8pm
Saturday: 8am – 6pm

British Gas, PO BOX 226,
Rotherham S98 1PB

Know your rights

citizensadvice.org.uk/energy
0345 404 0506

If you need extra support

0800 072 8625
britishgas.co.uk/Priority-Service-Register

Electrical emergency or power cut?

105

Smell gas?

0800 111 999

Emergency lines are open
24 hours a day

*We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

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Your summer gas bill

Your customer number:
85 00 17 64 49 92

Bill date:
16 Jul 2018

Bill period:
6 May 2018 - 16 Jul 2018

1

What do I owe?

Your summer payment is

£56.00

Gas tariff: Standard

See step 4 for more details about your account and tariff

Your gas use this summer was

757.2 kWh (kiloWatt hours)

2

When do I pay?

Your payment is due by **30th July**

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 **£921.62**

Cheapest Similar Tariff

Save **£41.72** by switching to Standard DD  Variable tariff

Cheapest Overall Tariff

Save **£65.27** by switching to Everything Online Aug 2019  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.

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

Find out more at britishgas.co.uk

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
0333 202 9524

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)	18643.04 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.



What you paid – thank you

Online Card Payment	8 May 2018	£-438.94
Total payments		£438.94

Your gas use in detail

Meter number: G4K63865330513

6 May 2018 - you gave us your meter reading	20026
28 May 2018 - estimated meter reading	20050
Estimated units used over 23 days (Unit calorific value for this period 39.2)	24

Gas units converted into kWh 267.24

Cost of gas (267.24 kWh x 3.940p) £10.53

Standing charge

6 May 18 - 28 May 18
23 days at 24.770p per day **£5.69**

29 May 2018 - estimated meter reading at price change	20050
16 Jul 2018 - you gave us your meter reading	20094

Actual units used over 49 days
(Unit calorific value for this period 39.2) 44 |

Gas units converted into kWh 489.96

Cost of gas (489.96 kWh x 4.010p) £19.65

Standing charge

29 May 18 - 16 Jul 18
49 days at 35.660p per day **£17.47**

Total gas used	£53.34
VAT at 5.00%	£2.66

Total gas including VAT £56.00

Your previous balance £438.94

Your payments -£438.94

Total to pay £56.00

Your actual meter reading

Gas 20094

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	See detail m ³
b. x calorific value	See detail
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	See detail

How does this compare with last year?

353.14 kWh

6 May 17 - 16 Jul 17

757.20 kWh

6 May 18 - 16 Jul 18

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

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



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 or call us on **0333 202 9524**. 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

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**
0333 202 9802

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
for up to date information or
call us on **0333 202 9802**
and we'll send you a copy of
their leaflet free of charge.

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:
0333 202 9532

If you'd rather complain in writing go to
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
0333 202 9774 or email 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

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

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?

0333 200 8899

(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

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, go online at
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 may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please
check with your phone provider. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**.

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