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Your gas meter readings used for this statement have been estimated. Submit meter readings and only pay for the energy you use at [britishgas.co.uk/submitmeterread](http://britishgas.co.uk/submitmeterread)

# Your gas statement

Your customer number:  
**850017644992**

Bill date:  
27 Apr 2019

Bill period:  
27 Jan 2019 - 27 Apr 2019

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## What do I owe?

**£0.00**

Gas tariff: Standard

See step 4 for more details about your account and tariff

## Your gas use was

**7234.14 kWh** (kiloWatt hours)

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## What happens next?

You don't need to pay anything.

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## 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 **£1022.72**

### Cheapest Similar Tariff

Save **£62.63** by switching to Standard DD ☐ Variable tariff

### Cheapest Overall Tariff

Save **£97.59** by switching to HomeEnergy Fix Green May 2020 ☐ Fixed tariff

☐ Direct Debit only. Tariffs may have eligibility criteria, exit fees, different Ts and Cs and can be withdrawn at any time.

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

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  
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)	20170.30 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	27 April 2019	£-327.96
<b>Total payments</b>		<b>£327.96</b>

## Your gas use in detail

**Meter number: G4K63865330513**

27 Jan 2019 - you gave us your meter reading	21145
31 Mar 2019 - estimated meter reading	21655
Estimated units used over 64 days (Unit calorific value for this period 39.3)	510

**Gas units converted into kWh** **5693.54**

**Cost of gas (5693.54 kWh x 3.860p)** **£219.77**

### Standing charge

27 Jan 19 - 31 Mar 19	
64 days at 28.860p per day	<b>£18.47</b>

1 Apr 2019 - estimated meter reading at price change	21655
27 Apr 2019 - you gave us your meter reading	21793

Actual units used over 27 days (Unit calorific value for this period 39.3)	138
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**Gas units converted into kWh** **1540.60**

**Cost of gas (1540.60 kWh x 4.292p)** **£66.12**

### Standing charge

1 Apr 19 - 27 Apr 19	
27 days at 29.594p per day	<b>£7.99</b>

Total gas used	£312.35
VAT at 5.00%	£15.61

**Total gas including VAT** **£327.96**

**Your previous balance** **£0.00**

**Your payments** **-£327.96**

**Total to pay** **£0.00**

### Your actual meter reading

Gas **21793**

### 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 <sup>3</sup>
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?

8768.09 kWh

27 Jan 18 - 27 Apr 18

7234.14 kWh

27 Jan 19 - 27 Apr 19

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## 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. Change

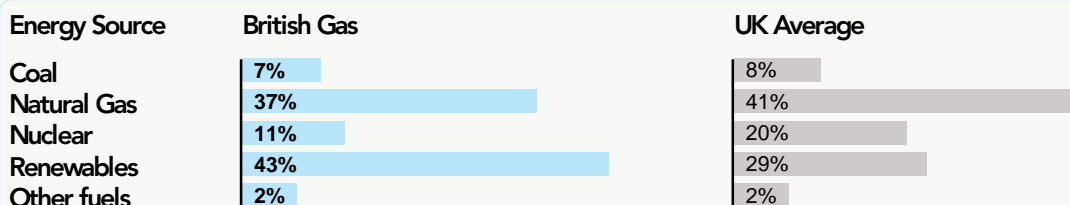
Submit meter reads online at [britishgas.co.uk/meterread](http://britishgas.co.uk/meterread)  
Giving us your meter reads means you only pay for the energy you use.



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## Where's my energy from?

To help customers understand where their energy comes from we provide our customers with information about the mix of fuels we use to generate their electricity and the impact it has on the environment.



This data refers to the total amount of electricity purchased by us between 01/04/2017 – 31/03/2018

### Environmental impact

**British Gas** CO<sub>2</sub> emissions: 210 g/kWh  
**UK Average** CO<sub>2</sub> emissions: 225 g/kWh

**High-level radioactive waste:** 0.0008 g/kWh  
**High-level radioactive waste:** 0.0014 g/kWh

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## 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 **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](http://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.

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?

**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

### 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](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 **0333 202 9774** 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 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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