

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

Q

Your gas bill

Your customer number:
850017644992

Bill date:
19 Jul 2019

Bill period:
28 Apr 2019 - 19 Jul 2019

1

What do I owe?

Your
payment is

£116.35

Gas tariff: Standard

See step 4 for more details about your
account and tariff

Your gas use was

2009.48 kWh (kiloWatt hours)

2

When do I pay?

Your payment is due by **2nd 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 **£1055.30**

Cheapest Similar Tariff

Save **£64.27** by switching to Standard DD . Variable tariff

Cheapest Overall Tariff

Save **£98.31** by switching to HomeEnergy Secure Green Dec 2021 . 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Cs and can be withdrawn at any time.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

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)	20893.36 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.



Your gas use in detail

Meter number: G4K63865330513

28 Apr 2019 - you gave us your meter reading	21793
19 Jul 2019 - you gave us your meter reading	21973
Actual units used over 83 days	180
(Unit calorific value for this period 39.3)	

Gas units converted into kWh 2009.48

Cost of gas (2009.48 kWh x 4.292p) £86.25

Standing charge

28 Apr 19 - 19 Jul 19
83 days at 29.594p per day £24.56

Total gas used £110.81

VAT at 5.00 % £5.54

Total gas including VAT £116.35

Your previous balance £0.00

Total to pay £116.35

Your actual meter readings.

Gas 21973

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	180 m ³
b. x calorific value	39.3000
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	2009.48

How does this compare with last year?

1286.42 kWh

28 Apr 2018 - 19 Jul 2018

2009.48 kWh

28 Apr 2019 - 19 Jul 2019

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

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.

Energy Source	British Gas	UK Average
Coal	7%	8%
Natural Gas	37%	41%
Nuclear	11%	20%
Renewables	43%	29%
Other fuels	2%	2%

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

Environmental impact

British Gas	CO2 emissions: 210 g/kWh	High-level radioactive waste: 0.0008 g/kWh
UK Average	CO2 emissions: 225 g/kWh	High-level radioactive waste: 0.0014 g/kWh

7

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 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.

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

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

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**. 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 VAT Registered Number 684 9667 62. Bill date and tax point 19 July 2019.