

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

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

Q

Your gas statement

Your customer number:
850017644992

Bill date:
25 Oct 2019

Bill period:
20 Jul 2019 - 25 Oct 2019

1

What do I owe?

£0.00

Gas tariff: Standard

See step 4 for more details about your account and tariff

Your gas use was

2558.3 kWh (kiloWatt hours)

2

What happens next?

You don't need to pay anything.

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 **£958.49**

Cheapest Similar Tariff

Save **£59.62** by switching to Standard DD . Variable tariff

Cheapest Overall Tariff

Save **£59.66** by switching to HomeEnergy Fix Green Nov 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 Tariffs may have eligibility criteria, exit fees, different Ts and Cs and can be withdrawn at any time.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

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
Payment method
Tariff ends on
Exit fee (if you cancel this tariff before end date)
Annual usage
 (based on your estimated use in the last 12 months)

Standard
 Cash/Cheque
 No end date
 Not applicable
 20978.86 kWh

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	22 July 2019	£-116.35
Online Card Payment	25 October 2019	£-140.94
Total payments		£257.29

Your gas use in detail

Meter number: G4K63865330513

20 Jul 2019 - you gave us your meter reading	21973
30 Sep 2019 - estimated meter reading	22112
Estimated units used over 73 days	139
(Unit calorific value for this period 39.5)	

Gas units converted into kWh	1559.67
Cost of gas (1559.67 kWh x 4.292p)	£66.94
Standing charge	
20 Jul 19 - 30 Sep 19	
73 days at 29.594p per day	£21.60

1 Oct 2019 - estimated meter reading at price change	22112
25 Oct 2019 - you gave us your meter reading	22201
Actual units used over 25 days	89
(Unit calorific value for this period 39.5)	

Gas units converted into kWh	998.63
Cost of gas (998.63 kWh x 3.835p)	£38.30
Standing charge	
1 Oct 19 - 25 Oct 19	
25 days at 29.594p per day	£7.39

Total gas used	£134.23
VAT at 5.00 %	£6.71

Total gas including VAT **£140.94**

Your previous balance **£116.35**

Your payments **-£257.29**

Total to pay **£0.00**

Your actual meter readings.

Gas **22201**

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?

2472.81 kWh

20 Jul 2018 - 25 Oct 2018

2558.30 kWh

20 Jul 2019 - 25 Oct 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. Change

Submit meter reads online at britishgas.co.uk/meteread
Giving us your meter reads means you only pay for the energy you use.



2. 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	4%	5%
Natural Gas	29%	41%
Nuclear	9%	19%
Renewables	56%	33%
Other fuels	2%	2%

This data refers to the total amount of electricity purchased by us between 01/04/2018 – 31/03/2019

Environmental impact

British Gas	CO2 emissions: 157 g/kWh	High-level radioactive waste: 0.0006 g/kWh
UK Average	CO2 emissions: 208 g/kWh	High-level radioactive waste: 0.0013 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 readings visit:
britishgas.co.uk/login

Call our 24 hour automated line on
0333 202 9524

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.

Need extra help such as advanced power cut warnings or letters in large font, Braille or audio? Visit:
britishgas.co.uk/priority-service-register

Emergency Smell gas?

0800 111 999
(24 hours a day)

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

Visit britishgas.co.uk/energycomplaints or write to
Complaints Management Team, PO Box 226, Rotherham S98 1PB.

If you'd prefer to write to us:

Complaints Management Team, PO Box 226, Rotherham, S98 1PB

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, 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.

