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## Your gas bill

Your customer number:  
850017644992

Bill date:  
21 Jan 2020

Bill period:  
26 Oct 2019 - 21 Jan 2020

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### What do I owe?

Your  
payment is

**£370.36**

Gas tariff: Standard

See step 4 for more details about your  
account and tariff

Your gas use was

**8518.59 kWh** (kiloWatt hours)

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### When do I pay?

Your payment is due by **4th February**

I want to change how I pay See step 6

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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 **£957.44**

#### Cheapest Similar Tariff

Save **£59.57** by switching to Standard DD . Variable tariff

#### Cheapest Overall Tariff

Save **£62.58** by switching to HomeEnergy Fix April 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Cs and can be withdrawn at any time.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](https://britishgas.co.uk/tariffs)

To pay your bill or to give us your meter reads  
[britishgas.co.uk/makeapayment](https://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](https://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

20952.85 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.



## Your gas use in detail

Meter number: G4K63865330513

26 Oct 2019 - you gave us your meter reading 22201  
 21 Jan 2020 - you gave us your meter reading 22966  
 Actual units used over 88 days 765

(Unit calorific value for this period 39.2)

Gas units converted into kWh 8518.59

Cost of gas (8518.59 kWh x 3.835p) £326.69

#### Standing charge

26 Oct 19 - 21 Jan 20

88 days at 29.594p per day £26.04

Total gas used £352.73

VAT at 5.00 % £17.63

Total gas including VAT £370.36

Your previous balance £0.00

Total to pay £370.36

Your actual meter readings.

Gas

2 2 9 6 6

#### 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 765 m<sup>3</sup>  
 b. x calorific value 39.2000  
 c. x volume correction 1.0226400  
 d. ÷ kWh conversion 3.6  
 e. = kWh 8518.59

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

8544.60 kWh

26 Oct 2018 - 21 Jan 2019

8518.59 kWh

26 Oct 2019 - 21 Jan 2020

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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. 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)



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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.

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

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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 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](https://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](https://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](https://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](https://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](https://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](https://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.

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