British Gas

Mr L Karri
8 Brooklands
Courageous Way
Milton Keynes
MK10 7GJ

Your summer gas bill

Your customer number:
85 10 06 77 70 79

Bill date:
27 Aug 2017

Bill period:
13 Jul 2017 - 25 Aug 2017

1

What do I owe?

Your summer payment is

£29.10

Gas tariff: Standard

See step 4 for more details about your account and tariff

Your estimated gas use this summer was

448.82 kWh (kiloWatt hours)

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When do I pay?

Your payment is due by 8th September

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 **£488.74**

Cheapest Similar Tariff
Save **£23.10** by switching to Standard DD Variable tariff

Cheapest Overall Tariff
Save **£26.17** by switching to HomeEnergy Secure Aug 2019 Fixed 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
0800 107 0224

4 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)	10001.84 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	17 August 2017	£-85.17
	Total payments	**£85.17**

Your gas use in detail

Meter number: E6S05673151556

13 Jul 2017 - we read your meter	01073
25 Aug 2017 - estimated meter reading	01113
Estimated units used over 44 days	40
(Unit calorific value for this period 39.5)	
Gas units converted into kWh	**448.82**
Cost of gas (448.82 kWh x 3.750p)	**£16.83**
Standing charge 13 Jul 17 - 25 Aug 17 44 days at 24.770p per day	**£10.89**
Total gas used	£27.72
VAT at 5.00%	£1.38
Total gas including VAT	**£29.10**
Your previous balance	**£85.17**
Your payments	**-£85.17**
Total to pay	**£29.10**

Your estimated meter reading

Gas 0 1 1 1 3

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	40 m^3
b. x calorific value	39.5
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	448.82

How does this compare with last year?

797.70 kWh

13 Jul 16 - 25 Aug 16

448.82 kWh

13 Jul 17 - 25 Aug 17

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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

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



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How can I pay?

You'll need your customer number:
85 10 06 77 70 79

Credit or Debit card
Online or by phone: visit britishgas.co.uk/makeapayment or call us on **0800 107 0224**. AMEX not accepted. Please allow 2 working days for your payment to clear.

Text
Call us on **0800 980 6121** to register.

Internet or phone banking
Pay us directly using account number **71584685** and sort code **40-05-30**, quoting your customer number:
85 10 06 77 70 79

Download our App
Pay your bills and view detailed account information.

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Where can I get some help?

Your gas meter point reference number is: **74 10 96 84 10**

East Midlands Price Area
Morrison Data Services read your meter

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**

britishgas.co.uk

To manage your account, pay your bill and submit your meter reads.

Speak to one of our general enquiries team
0800 980 6121
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 **0800 048 0202** and we'll send you a copy of their leaflet free of charge.

Emergency

Smell gas?
0800 111 999
(24 hours a day)

Boiler breakdown?
0800 294 9650
(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

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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:
0800 072 8632

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 **0800 107 0184** 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 record calls to improve our service to you. Calls to 0800 numbers are free from landlines and mobiles. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626.**

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