

I'd like more detail

What am I paying for?

Total electricity kWh used 1625.00

Your electricity use in detail

Your 0.89 p/kWh Direct Debit discount has already been applied to your unit rates.

Meter number: A05X115500

21 Nov 2013 - estimated meter reading 50891
22 Nov 2013 - estimated meter reading 50936

Estimated kWh used over 2 days 45.00

Cost of first 4 kWh used at 21.121p £0.84

Cost of next 41 kWh used at 12.914p £5.29

Cost of electricity used this period £6.13

23 Nov 2013 - estimated meter reading at price change 50936

31 Dec 2013 - estimated meter reading 51825

Estimated kWh used over 39 days 889.00

889 kWh x 12.530p £111.39

Cost of electricity used this period £111.39

Standing Charge £9.66

23 Nov 13 - 31 Dec 13

39 days at 24.770p/day

1 Jan 2014 - estimated meter reading at price change 51825

31 Jan 2014 - we read your meter 52516

Actual kWh used over 31 days 691.00

691 kWh x 12.020p £83.06

Cost of electricity used this period £83.06

Standing Charge £7.67

1 Jan 14 - 31 Jan 14

31 days at 24.770p/day

Total electricity used £217.91

Direct Debit discount -£0.21

VAT at 5.00% £10.88

Total electricity including VAT £228.58

Total £228.58

What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast
for a family of four

or

Food kept fresh
and frozen for a day



How does this compare with last year?

Calculations include estimated meter readings

Your electricity use compared with last winter (kWh)

21 Nov 12 - 31 Jan 13 1552.11 kWh

21 Nov 13 - 31 Jan 14 1625.00 kWh

Projected cost of electricity over the next 12 months.

From 04 Feb 2013 to 03 Feb 2014, you used 6515.17 kWh of electricity. Using the same amount of electricity over the next 12 months would cost you £917.20.

This may differ from your payment plan because we also look at elements such as normal weather patterns and existing balances when calculating your payment plan amount.

Period	Your tariff	Cost
3 Feb 14 - 2 Feb 15	Standard	£917.20

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Can I save some money?

1. Change

Submit meter reads online at britishgas.co.uk

2. Be efficient

Manage your energy consumption

3. Be smarter



Need a one off boiler service or repair this winter? Get the people you know to do it. Call 0800 000 999

For a complete checklist of suggestions on how to save go to

britishgas.co.uk/betterdeal

Giving us your meter reads means you only pay for the energy you use.

See how your energy use compares with others in your neighbourhood britishgas.co.uk/compare



Landlord?

Get boiler & central heating cover with our Landlord Essentials Plus package from £20 a month. Includes a Gas Safety Certificate too. Call 0800 009 4649 or go online to find out more.

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Where does my money go?

The information below shows how what you pay covers much more than just the wholesale cost of electricity*.

External Costs

Our Costs



42%
Wholesale electricity costs



25%
Delivery to your home (Regulated by Ofgem)



15%
Environmental & Social tax



5%
Corporation tax & VAT



11%
Operating costs



2%
Our profit

* Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including annual consumption of 3,860 kWh of electricity and average regional prices. Profit figure shown is after tax.

Where can I get some help?

For our team use these details

britishgas.co.uk

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

Speak to one of our general enquiries team
0800 048 0202

Mon-Fri 8am – 8pm / Sat 8am – 6pm

Write

Our address is
British Gas
PO BOX 4805
Worthing
BN11 9QW

For account questions please have your meter reading handy.

Consumer Checklist

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply. See britishgas.co.uk/consumerchecklist

Bills for the visually impaired
Call us: **0800 072 8625**
Textphone: **18001 0800 072 8626**

Your electricity supply number is:

S 01 801 100
20 0002 7612 376

Southern Electric Price Area
G4S read your meter

Emergency

Electrical emergency or power cut?

0800 072 7282
(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.

The company responsible for the electricity supply delivery network is:

Southern Electric Power
Distribution plc
Walton Road
Cosham
Portsmouth
PO6 1UJ

If you're unhappy with the service we have provided

Please contact us on
0800 072 8632
Mon-Fri 8am – 8pm /
Sat 8am – 6pm

or go online at
britishgas.co.uk/energycomplaints

or write to
British Gas
Complaints
Management Team,
PO BOX 4804,
Worthing BN11 9QU

We will do all we can to resolve your issue straight away. If you remain unhappy please write to Kevin Roxburgh, Director of Customer Service, at the same address.

The Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit adviceguide.org.uk or call the Citizens Advice consumer helpline on 08454 04 05 06.

If your complaint remains unresolved after 8 weeks you can contact Ombudsman Services: Energy on 0330 440 1624 (Textphone 0330 440 1600) or online at ombudsman-services.org/energy.html



0800 calls free from BT land line.
Mobiles and other providers' charges may vary.
Calls may be monitored and/or recorded for quality and compliance purposes.

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