



British Gas

Looking after your world

Mr Edward J Giddings
STANBURY HOUSE
16A NORTH COMMON ROAD
LONDON
W5 2QB



We have made some changes to our terms and conditions for supplying you with gas and electricity. To request an updated copy, please call on 0800 048 0202 or go to britishgas.co.uk/terms

Your summer gas bill

Your customer number:
85 00 25 04 02 44

Bill date:
20 Aug 2013

Bill period:
21 May 2013 - 19 Aug 2013

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What do I owe?

Your payment is

£63.05

You're on our Standard tariff

Your estimated gas use was

853.05 kWh (kilowatt hours)

Your estimated meter reading

Gas

0 1 2 4 9 0

I'd like more detail
See step 4

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When do I pay?

Your payment
is due by

Pay by this date and
you'll benefit from our
Prompt Payment
discount on your next bill.

I want to change how I pay
See step 7

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How can I get in touch?

britishgas.co.uk/MakeAPayment
britishgas.co.uk/SubmitMeterRead

Call our 24 hour automated line on
0800 107 0224
To pay your bill or to give us your meter reads

Where can I get more help?
See step 8

Id like more detail

What am I paying for?

Total gas kWh used 853.05

Your gas use in detail

Meter number: M016A0414907A6

21 May 2013 - estimated meter reading 012413

19 Aug 2013 - estimated meter reading 012490

Estimated units used over 91 days 77

(Unit calorific value for this period 39.00)

Gas units converted into kWh 853.05

Cost of first 668.00 kWh used at 7.785p £52.00

Cost of next 185.05 kWh used at 4.413p £8.17

Total gas used £60.17

VAT at 5.00% £3.00

Total gas including VAT £63.17

Your previous balance £109.88

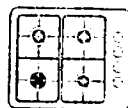
Your payments -£110.00

Total to pay £63.05

What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast for a family of four or 2 hours of warmth



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	77
b. x calorific value	39.0
c. x volume correction	1.0226400
d. = metric conversion	3.6
e. = kWh	853.05

How does this compare with last year?

Calculations include estimated meter readings

Your gas use compared with last year (kWh)

21 May 12 - 19 Aug 12 2776.83 kWh

21 May 13 - 19 Aug 13 853.05 kWh

Projected cost of gas over the next 12 months.

From 21 Aug 2012 to 20 Aug 2013, you used 9381.07 kWh of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be £529.57. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
20 Aug 13 - 19 Aug 14	Standard	£529.57

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Can I save some money?

1. Change

To change the way you pay go to our website or speak to one of our team

2. Be efficient

Manage your energy consumption

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

britishgas.co.uk/betterdeal

You could save an average of £67⁰ a year by changing to Direct Debit.

⁰For details britishgas.co.uk/directdebit

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

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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 gas*.

External Costs



51%
Wholesale
gas costs



23%
Delivery to
your home
(Regulated
by Ofgem)



4%
Environmental
& Social tax



7%
Corporation
tax & VAT

Other Costs



8%
Profit



7%
Profit

*Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 14,666 kWh of gas and average regional prices. Profit figure shown is after tax.

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Ways to pay

85 00 25 04 02 44

Switch to Direct Debit
Collect 800 Nectar points for each account you switch. Go to britishgas.co.uk

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.

Internet or phone banking Pay us directly using account number 71584685 and sort code 40-05-30, quoting your customer number: 85 00 25 04 02 44

SMS
Call us on 0800 048 0202 to register

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 ñ 8pm / Sat 8am ñ 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](http://britishgas.co.uk/consumerchecklist)

Bills for the visually impaired

Call us: 0800 072 8625

Textphone: 18001 0800 072 8626

If you're unhappy with the service we have provided

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

or go online at
[britishgas.co.uk/
energycomplaints](http://britishgas.co.uk/energycomplaints)

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

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.

Your gas meter point
reference number is:

92 00 13 92 09

Southern Electric Price Area
G45 read your meter

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 ñ 9pm,
excluding Bank Holidays

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](http://ombudsman-services.org/energy.html)



British Gas Trading Limited Registered in England No. 3078711.
Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.
VAT Registered Number 684 9667 62. Bill date & tax point 20 August 2013.