

Miss Heather Potton  
51 De La Warr Drive  
Banbury  
OX16 1BF

# Your gas & electricity statement

Your customer number:  
851011428276

Statement date:  
25 Dec 2018

Statement period:  
1 Oct 2018 - 25 Dec 2018

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## What's my balance?

You are in  
credit by

**£82.73**

Gas and electricity tariff: Everything Online Green Oct 2019, ending 31 Oct 2019

Your balance was in credit by	£53.24
Total charges (including VAT)	£134.07
What you've paid	-£163.56
Direct Debit 2 Nov 2018	-£81.78
Direct Debit 3 Dec 2018	-£81.78

Your account balance is in credit by	£82.73
Gas credit balance	£17.84
Electricity credit balance	£64.89

See step 4 for more details about your account and tariff

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## What happens next?

Your monthly payments will continue to be taken out of your bank account.

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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.

### Gas tariff

Your gas Personal Projection is  
**£290.89**

.....  
**Great news, you're already on our Cheapest Similar & Overall tariff.**

We'll continue to review your account and let you know at least once a year if there's a cheaper tariff you could switch to.

### Electricity tariff

Your electricity Personal Projection is **£153.04**

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**Great news, you're already on our Cheapest Similar & Overall tariff.**

We'll continue to review your account and let you know at least once a year if there's a cheaper tariff you could switch to.

Tariffs may have eligibility criteria, exit fees, different Ts and Cs and can be withdrawn at any time.

Switching tariffs may involve changing to materially different Ts&Cs. Find out more at [britishgas.co.uk](http://britishgas.co.uk)

## I'd like more detail

### About your tariff

This information will help you to compare your current tariff with others available.

#### Your gas tariff

<b>Tariff name</b>	Everything Online Green Oct 2019
<b>Payment method</b>	Monthly Direct Debit
<b>Tariff ends on</b>	31 October 2019
<b>Exit fee</b> (if you cancel this tariff before end date)	£30.00
<b>Annual usage</b> (based on your estimated use to date)	5817.67 kWh

### Your gas use in detail

**Meter number: E6S11022681660**

1 Oct 2018 - smart meter reading	01679
25 Dec 2018 - smart meter reading	01830
Actual units used over 86 days (Unit calorific value for this period 39.2)	151
<b>Gas units converted into kWh</b>	<b>1681.44</b>
<b>Cost of gas (1681.44 kWh x 3.320p)</b>	<b>£55.82</b>
<b>Standing charge</b>	
1 Oct 18 - 25 Dec 18	
86 days at 21.780p per day	<b>£18.73</b>
<b>Total gas used</b>	<b>£74.55</b>
<b>VAT at 5.00%</b>	<b>£3.72</b>
<b>Total gas including VAT</b>	<b>£78.27</b>

#### Your smart meter readings

Gas 01830

#### 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	151 m <sup>3</sup>
b. x calorific value	39.2
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	1681.44

## I'd like more detail

### About your tariff

This information will help you to compare your current tariff with others available.

#### Your electricity tariff

<b>Tariff name</b>	Everything Online Green Oct 2019
<b>Payment method</b>	Monthly Direct Debit
<b>Tariff ends on</b>	31 October 2019
<b>Exit fee</b> (if you cancel this tariff before end date)	£30.00
<b>Annual usage</b> (based on your estimated use to date)	480.00 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.



## Your electricity use in detail

**Meter number: Z18N060792**

1 Oct 2018 - smart meter reading	00095
10 Dec 2018 - smart meter reading	00375
<b>Actual kWh used over 71 days</b>	<b>280.00</b>
<b>Cost of electricity</b> (280 kWh x 13.460p)	<b>£37.69</b>

#### Standing charge

1 Oct 18 - 10 Dec 18	
71 days at 21.780p per day	<b>£15.46</b>

Total electricity used	£53.15
VAT at 5.00%	£2.65

<b>Total electricity including VAT</b>	<b>£55.80</b>
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<b>Total gas &amp; electricity without VAT</b>	<b>£127.70</b>
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<b>Total VAT</b>	<b>£6.37</b>
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<b>Total gas &amp; electricity including VAT</b>	<b>£134.07</b>
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#### Your smart meter readings

Electricity 00375



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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	7%	8%
Natural Gas	37%	41%
Nuclear	11%	20%
Renewables	43%	29%
Other fuels	2%	2%

This data refers to the total amount of electricity purchased by us between 01/04/2017 – 31/03/2018

### Environmental impact

British Gas	CO2 emissions: 210 g/kWh	High-level radioactive waste: 0.0008 g/kWh
UK Average	CO2 emissions: 225 g/kWh	High-level radioactive waste: 0.0014 g/kWh

## Where can I get some help?

Your gas meter point reference number is:

**77 06 68 99 01**

Your electricity supply number is:

<b>S</b>	01	801	111
	26	0000	0874 939

Midlands Price Area  
Morrison Data Services will read your meter when required

### britishgas.co.uk

To manage your account, pay your bill and submit your meter readings visit:  
[britishgas.co.uk/login](http://britishgas.co.uk/login)

If you have any questions or need help finding information just go to [britishgas.co.uk/helpandadvice](http://britishgas.co.uk/helpandadvice)

**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 your struggling to pay your bills. To 'Know your rights' visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) for up to date information or you'll find a copy of their leaflet on our website at [britishgas.co.uk/info](http://britishgas.co.uk/info)

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 go to [britishgas.co.uk/priority-service-register](http://britishgas.co.uk/priority-service-register)

### Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

## Emergency

### Smell gas?

**0800 111 999**

(24 hours a day)

### Electrical emergency or power cut?

**105**

(24 hours a day)

### Boiler breakdown?

**0333 200 8899**

(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

The company responsible for the electricity supply delivery network is:

**Energetics Electricity Ltd**  
International House  
Stanley Boulevard  
Hamilton International  
Technology Park  
Glasgow  
G72 0BN

## If you are unhappy with our service

We're really sorry you're not happy and we want to sort things out for you quickly. Please visit [britishgas.co.uk/energycomplaints](http://britishgas.co.uk/energycomplaints) to find out how to make a complaint.

If you'd rather complain in writing go to [britishgas.co.uk/energycomplaints](http://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 by emailing [customercomplaints@britishgas.co.uk](mailto:customercomplaints@britishgas.co.uk).

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](http://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](mailto:osenquiries@os-energy.org), go online at [ombudsman-services.org/energy](http://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.

