

MR A SAMPLE
2 SAMPLE STREET
SAMPLETOWN
SAMPLESHIRE
AB12 3CD



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Your electricity bill – actual

Please pay £92.62 – to reach us by 18 Mar 2010

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

Before this bill

Your previous bill	£66.09 in debit
What you paid	£66.09
<i>Balance after your last payment</i>	£0.00

This bill

Balance brought forward	£0.00
Electricity you've used this period	£91.79
Your Prompt Pay discount	£3.58 credit
VAT at 5%	£4.41
Total to pay	£92.62

For further details please turn over →

Ways to pay your bill

When paying you need your customer reference number which is 1234 1234 1234.

Please allow 3 working days for your payment to clear at a bank or Post Office and 5 working days if you pay by post.



Switch to Direct Debit

It's easy, convenient and saves you money.

Call us on 0800 048 0101 to spread your payments over the year, or pay your bill in full each quarter.



Credit/Debit card, by phone or online

Call us on 0800 294 4464 or visit britishgas.co.uk/paymybill



SMS

Call us on 0800 048 0202 to register.



Internet or phone banking

Pay directly to our account number 71584685 and sort code 40-05-30.



At the Post Office

Take your bill or payment card, fill in this payment slip and make your cheque payable to "Post Office Ltd".

Contact us

Avoid estimated bills when you manage your account online at

[@ britishgas.co.uk/bill](http://britishgas.co.uk/bill)

Or for enquiries call us on

0800 048 0101

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.

Please have your meter reading handy

Customer reference number
1234 1234 1234

Bill date:

04 March 2010

Bill period:

25 Nov 09 – 03 Mar 10

Copy as requested

Supply address:
86 EDLESTONE ROAD,
CREWE, CW8 1AB

You're on our **Standard Tariff**.

Message board

If you would like to view your previous bills, visit britishgas.co.uk/copybill and you will be able to access your energy account(s) when it suits you.

What you paid – thank you

Online Credit/Debit Card Payment	26 Dec 2009	£66.09
Total payments		£66.09

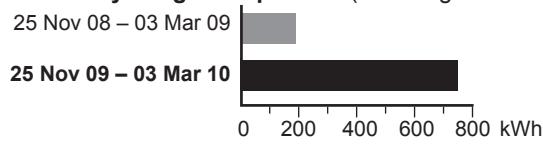
Electricity you've used

Meter number: **UL78K11234**

25 Nov 09	08666	Actual – we read your meter
3 Mar 10	09414	Actual – you gave us your meter reading
= 748.00 kWh used over 99 days (actual)		
		First 136 kWh × 24.041p
		£32.70
		Next 612 kWh × 9.655p
		£59.09
Cost of electricity used this period		£91.79
Total cost of electricity used		£91.79

Your consumption

Electricity usage comparison (including estimated readings)



From **04 Mar 2009** to **03 Mar 2010**, you used **2,758 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£397.19**.

(Based on the following tariff breakdown).

Period	Your tariff	Projected cost
04 Mar 10 – 03 Mar 11	Standard Tariff	£397.19

For FAQs please go to Britishgas.co.uk/HelpAndAdvice

Other contact details

Write to British Gas PO BOX 3055, Eastbourne BN21 9FE

All Central Heating enquiries: 0845 950 0400

Electrical emergency or powercut?

Call **0800 056 8090** (24 hours)

Your electricity distributor is:

CE Electric (Yorkshire area), PO BOX 161, 161 Gelderd Road, Leeds, LS1 1QZ

Your electricity supply number

S	01	801	100
	23	5232	2634

Accuread read your meter.

xxxx xxxx Pricing Area

Complaint relating to your energy account?

Step 1 Please contact us on 0800 072 8631, go to www.britishgas.co.uk/mycomplaint, or write to British Gas Customer Solutions Team, PO BOX 3054, Eastbourne BN21 9FD. We will do all we can to resolve your issue straight away.

Step 2 If you remain dissatisfied, please write to: Adele Barker, Customer Service Director, British Gas, PO BOX 3054, Eastbourne BN21 9FD.

If following steps 1 and 2 you are dissatisfied you may contact the Energy Ombudsman on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.energy-ombudsman.org.uk. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. Their final decision is binding on the energy supplier, not the customer.

Advice?

Consumer Direct, the Government's helpline for consumer advice, offers clear, practical and impartial help and advice. You can call on 0845 04 05 06 or go to www.consumerdirect.gov.uk

To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8626)

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*Call free from BT Calling Plan. Mobiles and other providers' charges may vary. Your calls may be monitored and/or recorded for quality and compliance purposes.



Trans
cash

Electricity payment slip

Reference (customer account number)

1234 1234 1234

British Gas

Amount due

no fee payable at P.O. counter

bank giro credit



Credit account number

143 0653

£ 92.62

Cheque acceptable at a Post Office



Cashiers stamp
and initials

Signature
Date

/ /

43-06-53

HSBC Head Office Collection Account

Total
cash

Cheques

£

Please do not write in the area below or fold this voucher

123412341234 MDaa430653C ffffffppC 74 X