

Mr Addison Oxman  
14 Nottingham Rd  
AB Kettleby  
LE14 3HA

M

# Your winter electricity bill

Your customer number:  
560012584996

Bill date:  
16 Dec 2021

Bill period:  
12 Nov 2021 - 14 Dec 2021

Supply address: 14 Nottingham Rd, AB Kettleby, LE14 3HA

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## What do I owe?

Your winter payment is

**£88.58**

Electricity tariff: HomeEnergy Fix Aug 2021, ending 11 Oct 2022

See step 4 for more details about your account and tariff

Your electricity use this winter was

**438 kWh** (kiloWatt hours)

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## When do I pay?

Your payment is due by **28th December**

We have changed your payment method from Variable Direct Debit to Quarterly Bill. Your charges have been updated to reflect this.

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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.

Your electricity Personal Projection is **£523.21**

**Cheapest Similar and Overall Tariff**

Save **£43.31** by switching to HomeEnergy Fix Aug 2022 ☐ Fixed tariff

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 Tariffs may have eligibility criteria, exit fees, different Ts and Cs and can be withdrawn at any time.

Find out more at [britishgas.co.uk/tariffs](https://britishgas.co.uk/tariffs)

To pay your bill or to give us your meter reads

[britishgas.co.uk/makeapayment](https://britishgas.co.uk/makeapayment)

[britishgas.co.uk/submitmeterread](https://britishgas.co.uk/submitmeterread)

Call our 24 hour automated line on  
0333 202 9524

## 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>   | HomeEnergy Fix Aug 2021 |
| <b>Payment method</b>  | Cash/Cheque             |
| <b>Tariff ends on</b>  | 11 Oct 2022             |
| <b>Exit fee</b> (if you cancel this tariff before end date)                | Not applicable          |
| <b>Annual usage</b><br>(based on your estimated use in the last 12 months) | 2377.96 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

|                       |             |               |
|-----------------------|-------------|---------------|
| Direct Debit          | 16 Dec 2021 | £-60.10       |
| <b>Total payments</b> |             | <b>£60.10</b> |

## Your electricity use in detail

**Meter number: PS71K01277**

|  |       |
|--|-------|
| 12 Nov 2021 - you gave us your meter reading | 12373 |
| 14 Dec 2021 - you gave us your meter reading | 12811 |

**Actual kWh used over 32 days** **438.00**

Cost of electricity (438 kWh x 15.440p) **£67.63**

#### Standing charge

|                            |               |
|----------------------------|---------------|
| 12 Nov 21 - 14 Dec 21      |               |
| 32 days at 24.630p per day | <b>£16.74</b> |

Total electricity used **£84.37**

VAT at 5.00% **£4.21**

**Total electricity including VAT** **£88.58**

Your previous balance **£60.10**

Your payments **-£60.10**

**Total to pay** **£88.58**

Your actual meter reading

Electricity 1 2 8 1 1

### How does this compare with last year?

546.77 kWh

12 Nov 20 - 14 Dec 20

438.00 kWh

12 Nov 21 - 14 Dec 21

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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.

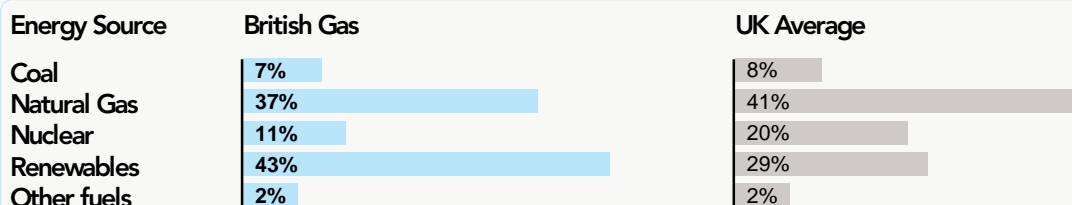
### Did you know?

Doing one less washing machine cycle a week will save £5 of energy a year.

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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.



This data refers to the total amount of electricity purchased by us between 01/04/2020 – 27/12/2021

### Environmental impact

**British Gas** CO<sub>2</sub> emissions: 210 g/kWh  
**UK Average** CO<sub>2</sub> emissions: 225 g/kWh

**High-level radioactive waste:** 0.0008 g/kWh  
**High-level radioactive waste:** 0.0014 g/kWh

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## How can I pay?

**You'll need your customer number:**  
**56 00 12 58 49 96**

### Credit or Debit card

Online or by phone: visit [britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment) or call us on **0333 202 9524**. 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: **56 00 12 58 49 96**

### Download our App

Pay your bills and view detailed account information.

### PayPoint

Take this bill and pay by cash.

### Post office

Take your payment slip with your payment card, cash or a cheque made payable to 'Post Office Ltd'.

Allow 3 working days for payment to clear the bank/Post Office and PayPoint, 5 if you pay by post. Please don't send cash in the post.

### Bank or by post

Take your payment slip with your payment card, cash or a cheque to the bank. Or send a cheque made payable to 'British Gas Trading Ltd'. Write your customer number on the back and send to:

BGT Area 55 (IPSL)  
 Blaise Pascal House  
 100 Pavilion Drive  
 NORTHAMPTON  
 NN4 7YP

## Where can I get some help?

Your electricity supply number is:

|          |    |      |          |
|----------|----|------|----------|
| <b>S</b> | 01 | 801  | 100      |
|          | 23 | 1167 | 5190 015 |

Yorkshire Price Area  
Morrison Data Services read your meter

**britishgas.co.uk**

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

**Speak to one of our general enquiries team**

**0333 202 9802**

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](http://citizensadvice.org.uk/energy) for up to date information or call us on **0333 202 9802** and we'll send you a copy of their leaflet free of charge.

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](http://britishgas.co.uk/Priority-Service-Register)

## Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

## Emergency

**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.

The company responsible for the electricity supply delivery network is:

**Customer & Community**

**Care Manager**

**RSXE-RCZX-XKBL**

**Northern Powergrid**

**Manor House**

**Station Road**

**Penshaw**

**Houghton le Spring**

**DH4 7LA**

### 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:

**0333 202 9532**

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 on **0333 202 9774** or email [customercomplaints@britishgas.co.uk](mailto: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](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.

We may record calls to help improve our service to you. Calls to 0800 numbers are free. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**.

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## Electricity Payment Slip

British Gas

bank giro credit

155

24

Reference (customer account number)

56 00 12 58 49 96

Credit account number

143 0653

Amount due

no fee payable at P.O. counter

£ 88.58

The Estate of Mr George Eyles

Cheque acceptable at a Post Office



9826 1388 9056 0012 5849 966

Total cash

Cheques

£

Cashiers stamp and initials

Signature Date

/ /

43-06-53

HSBC Head Office Collection Account

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

560012584996 A4241430653 91 X