

Mr Daniel McMurrow  
110a Sylvan Avenue  
London  
N22 5HY

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# Your final electricity bill

Your customer number:  
85 00 51 30 01 31

Bill date:  
27 Apr 2017

Bill period:  
2 Sep 2015 - 1 Sep 2016

Supply address: Flat 64 Rosing Apartments 45  
Homesdale Road Bromley Kent BR2 9FN

1

## What do I owe?

Your payment is

**£24.07**

Electricity tariff: Standard

See step 4 for more details about your account and tariff

## Your estimated electricity use was

**2914 kWh** (kiloWatt hours)

2

## When do I pay?

Your payment is due by **11th May**

3

## 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 **£629.82**

### Cheapest Similar Tariff

Save **£37.57** by switching to Standard DD ☐ Variable tariff

### Cheapest Overall Tariff\*

Save **£43.49** by switching to Fixed Price May 2018 ☐ from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

☐ Direct Debit only. Tariffs may have eligibility criteria, limited availability, exit fees and materially different Ts & Cs.

\*Find out more at [sainsburysenergy.com/tariffs](http://sainsburysenergy.com/tariffs)

Switching tariffs may involve changing to materially different Ts&Cs.

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

To pay your bill or to give us your meter reads

[britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](http://britishgas.co.uk/submitmeterread)

Call our 24 hour automated line on  
**0800 107 0224**

## I'd like more detail

### About your tariff

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

#### Your electricity tariff

Tariff name	Standard
Payment method	Cash/Cheque
Tariff ends on	No end date
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual consumption (based on your estimated use in the last 12 months)	4019.89 kWh

### About your TCR

**Tariff Comparison Rate (TCR):**  
16.31p per kWh

The TCR can be used to compare the price of energy tariffs across suppliers.

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 3,100 kWh of electricity and should be used as a guide only.

For more information on our tariffs and TCRs go to [britishgas.co.uk/tariffs](http://britishgas.co.uk/tariffs)

## Your electricity use in detail

**Meter number: Z10N109515**

2 Sep 2015 - we read your meter 12121  
1 Sep 2016 - we estimated your final meter reading 15035

**Estimated kWh used over 366 days 2914.00**

Cost of electricity (2914 kWh x 11.960p) **£348.51**

#### Standing charge

2 Sep 15 - 1 Sep 16  
366 days at 24.770p per day **£90.65**

Total electricity used £439.16  
Dual Fuel discount -£14.33  
VAT at 5.00% £21.24

**Total electricity including VAT £446.07**

Your previous balance -£422.00

**Total to pay £24.07**

Your estimated meter reading

Electricity 15035

#### Thank you

Thank you for choosing British Gas as your electricity supplier in your previous home. If you're not already with us in your new home, we would be delighted to carry on supplying you with your energy. Please call us today on **0800 048 0202** or visit [britishgas.co.uk](http://britishgas.co.uk)

#### How does this compare with last year?

5919.01 kWh

2 Sep 14 - 1 Sep 15

2914.00 kWh

2 Sep 15 - 1 Sep 16

5

## 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)



6

## How can I pay?

You'll need your customer number:  
**85 00 51 30 01 31**

### Credit or Debit card

Online or by phone:  
visit [britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment) or call us on **0800 107 0224**. AMEX not accepted. Please allow 2 working days for your payment to clear.

### Text

Call us on **0800 048 0202** to register.

### Internet or phone banking

Pay us directly using account number **71584685** and sort code **40-05-30**, quoting your customer number:  
**85 00 51 30 01 31**

### Download our App

Pay your bills and view detailed account information.

## Where can I get some help?

Your electricity supply number is:

<b>S</b>	01	801	902
	12	0006 0812	304

London Electricity Price Area  
G4S 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**

**0800 048 0202**

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 **0800 048 0202** 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?**

**0800 028 0247**

(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:

**UK Power Networks**  
Fore Hamlet  
Ipswich  
Suffolk  
IP3 8AQ

### 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:

**0800 072 8632**

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 **0800 107 0184** 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 record calls to improve our service to you. Calls to 0800 numbers are free from landlines and mobiles. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**.

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