

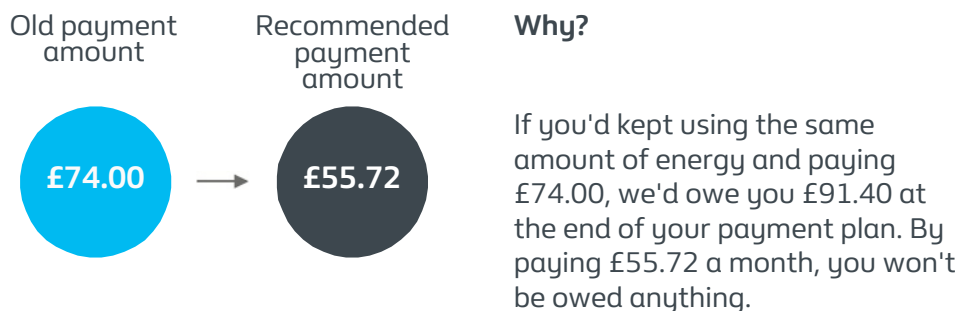
Mr Nigel Plant & Miss Lynn Plant
80 Garlondes
NORWICH
NR16 2NR

Your payments haven't changed

Hello Mr Plant & Miss Plant

We reviewed your account on 30 November 2017 to check your payments are covering your energy use.

Your monthly payments explained



For your Electricity

- Your tariff is the same but the cost of each kilowatt hour has gone down.

For your Gas

- There have been no changes to your tariff or the cost of each kilowatt hour.

To check you're paying the right amount we've used actual meter readings and considered you may use different amounts of energy across the year.

- Your electricity payment plan runs from 28 May 2017 to 25 May 2018.
- Your gas payment plan runs from 28 May 2017 to 25 May 2018.

Customer reference number

85 10 03 32 09 44

Contact us

britishgas.co.uk

0800 316 6378*

Monday to Friday
between 8am and 8pm
and on Saturdays from
8am to 6pm.



Letter reference

PAY/PSC/REAS/S/HON

1 December 2017

To talk to us about your payments or anything on this letter call us on **0800 316 6378** or visit britishgas.co.uk/myaccount to manage your payments online.

Thank you



Claire Miles
Managing Director, Customer Operations

*We record calls to improve our service to you. Calls to 0800 numbers are free.
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Need help
reading this?

If you'd like a large print, Braille or audio version of this letter, call us free on 0800 072 8625*

Mr Nigel Plant & Miss Lynn Plant
80 Garlondes
NORWICH
NR16 2NR

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Your gas & electricity statement

Your customer number:
85 10 03 32 09 44

Statement date:
30 Nov 2017

Statement period:
31 Aug 2017 - 30 Nov 2017

1

What's my balance?

You are in credit by

£185.71

Gas and electricity tariff: HomeEnergy Fixed Sep 2018, ending 30 Sep 2018

Your balance was in credit by	£179.27
Total charges (including VAT & discounts)	£215.56
What you've paid	-£222.00
Direct Debit 2 Oct 2017	-£74.00
Direct Debit 1 Nov 2017	-£74.00
Pending 1 Dec 2017	-£74.00

Your account balance is in credit by **£185.71**

Gas credit balance	£50.61
Electricity credit balance	£135.10

See step 4 for more details about your account and tariff

2

What do I pay?

Your monthly payment of **£74.00** will continue to be taken out of your bank account.

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.

Gas tariff

Your gas Personal Projection is **£400.45**

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 **£467.06**

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, limited availability, exit fees and materially different Ts & Cs.

Switching tariffs may involve changing to materially different Ts&Cs. Find out more at 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

Tariff name	HomeEnergy Fixed Sep 2018
Payment method	Monthly Direct Debit
Tariff ends on	30 September 2018
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual usage (based on your estimated use in the last 12 months)	8526.01 kWh

Your gas use in detail

Why your payments are not changing

We're keeping your payments at the same amount because the amount of energy you're using is in line with our original forecast. We'll carry your balance forward to your annual review. If we've a recent meter reading and you're more than £5 in credit at your annual review we'll automatically refund you.

Meter number: G4A50166191001

31 Aug 2017 - you gave us your meter reading	05033
30 Nov 2017 - you gave us your meter reading	05221
Actual units used over 92 days	188
(Unit calorific value for this period 39.3)	
Gas units converted into kWh	2098.79
Cost of gas (2098.79 kWh x 3.450p)	£72.41
Standing charge	
31 Aug 17 - 30 Nov 17	
92 days at 24.770p per day	£22.78
<hr/>	
Total gas used	£95.19
VAT at 5.00%	£4.75
Total gas including VAT	£99.94

Your actual meter readings

Gas **05221**

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	188 m ³
b. x calorific value	39.3
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	2098.79

How does this compare with last year?

2261.56 kWh

31 Aug 16 - 30 Nov 16

2098.79 kWh

31 Aug 17 - 30 Nov 17

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	HomeEnergy Fixed Sep 2018
Payment method	Monthly Direct Debit
Tariff ends on	30 September 2018
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual usage (based on your estimated use in the last 12 months)	3018.76 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

Why your payments are not changing

We're keeping your payments at the same amount because the amount of energy you're using is in line with our original forecast. We'll carry your balance forward to your annual review. If we've a recent meter reading and you're more than £5 in credit at your annual review we'll automatically refund you.

Meter number: A11LB28221

31 Aug 2017 - you gave us your meter reading	02990
30 Nov 2017 - you gave us your meter reading	03065
Actual kWh used over 92 days	75.00
31 Aug 2017 - you gave us your meter reading	15208
30 Nov 2017 - you gave us your meter reading	15917
Actual kWh used over 92 days	709.00
Cost of electricity (784 kWh x 11.600p)	£90.94
Standing charge	
31 Aug 17 - 30 Nov 17	
92 days at 24.770p per day	£22.78

Total electricity used	£113.72
Dual Fuel discount	-£3.60
VAT at 5.00%	£5.50
Total electricity including VAT	£115.62

Total gas & electricity without VAT	£205.31
Total VAT	£10.25
Total gas & electricity including VAT	£215.56

Your actual meter readings

Electricity 03065
Electricity 15917

How does this compare with last year?

877.13 kWh

31 Aug 16 - 30 Nov 16

784.00 kWh

31 Aug 17 - 30 Nov 17

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

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. Change

Submit meter reads online at britishgas.co.uk/meterread
Giving us your meter reads means you only pay for the energy you use.



2. Be efficient

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



Where can I get some help?

Your gas meter point reference number is:

92 00 48 52 06

Your electricity supply number is:

S	02	811	7
	10	1298 3906	874

Eastern 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

0800 048 0101

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 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

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:

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 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 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

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, go online at 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.

