

**Bill date:** 26 February 2020  
**Bill number:** 958569421

This is a VAT invoice  
VAT registration number 684 9667 62

Side 1 of 2



Mrs Sian Stone  
Acorn Analytical Services (UK) Ltd  
32 Quarry Park Close  
Northampton  
NN3 6QB

**Account number**  
**603019850**

**Contact us**

**0330 100 0222\***  
Mon to Fri 8am to 6pm

**britishgas.co.uk/business**  
Web chat is available Mon – Fri  
between 8am and 6pm

## Your business gas bill

**Site address:** PHOTOFAX SYSTEMS CHARTER GATE, 32 Quarry Close Park,  
MOULTON PARK INDUSTRIAL ESTATE Moulton Park, Northamptonshire NN3  
6QB

**Billing period:** 18 January 2020 to 24 February 2020

## Your account

### Since your previous bill

Outstanding balance - 18 January 2020	£422.05
Payments received, thank you	£422.05 CR
<b>Balance from last bill</b>	<b>£0.00</b>
<b>New charges this bill</b> (see over for details)	
Gas charges	£228.59
Total discounts	£21.82 CR
Standing charges	£13.77
<b>Total charges exc VAT</b>	<b>£220.54</b>
VAT	£11.02
<b>Total new charges this bill inc VAT</b>	<b>£231.56</b>

**Total amount due** **£231.56**

We'll claim this amount from your bank by Direct Debit on or immediately after  
16 March 2020 - your payment reference is 000603019850070918

### Your Fixed Price Energy Plan

Your energy plan ends on 4 Sep 2020.  
To switch at the end of your plan, call  
us on **0330 100 0537**, or write using  
the contact details in 'Useful  
Information' by 5 Aug 2020.

## Useful information

### Gas emergency

**0800 111 999**

If you smell gas or suspect a gas leak, please call the National Gas Emergency Service immediately. This line is available 24 hours.

### No heating or hot water?

Call our 24 hour emergency helpline<sup>^</sup> on 0333 009 5862\*

<sup>^</sup>Services provided by British Gas Services (Commercial) Limited are available to all British Gas and non British Gas business customers. Individual charges and terms and conditions apply. Please visit [britishgas.co.uk/business/emergencies](http://britishgas.co.uk/business/emergencies) for more details.

### Understanding your bill

You'll find a simple guide on how to read your bills at [britishgas.co.uk/business/bill](http://britishgas.co.uk/business/bill).

Our terms and conditions are available online at [britishgas.co.uk/business/terms](http://britishgas.co.uk/business/terms)

\*Calls may be monitored or recorded to help improve our services to you. Calls to 0800 numbers are free. 0845 numbers are charged at 4 pence per minute plus your telephone company's network charge. For information about calls to 0330 and regional numbers please contact your network provider as individual call charges will vary.

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### To stay

Get in touch and we'll be happy to agree a new energy plan with you - call us on 0330 332 1100\*, or email [mybusinesscontract@britishgas.co.uk](mailto:mybusinesscontract@britishgas.co.uk)

### To switch

Simply call us on 0330 100 0537\*, email [mybusinesscontract@britishgas.co.uk](mailto:mybusinesscontract@britishgas.co.uk), or write to British Gas, Business Terminations, Winnall Down, Alresford Road, Winchester, Hampshire SO21 1FP. Please make sure you've paid any outstanding bills.

### Moving premises?

Please provide a meter reading on the day you move so we can bill you accurately. Call us on 0333 202 9542\*, email [businessrenewals@britishgas.co.uk](mailto:businessrenewals@britishgas.co.uk) or go online at [britishgas.co.uk/business/moves](http://britishgas.co.uk/business/moves).

### Converting units to kWh

Imperial meters (cubic feet or ft<sup>3</sup>) start at step 1. Metric meters (cubic metres or m<sup>3</sup>) start at step 2.

- ① Convert the units into cubic metres – multiply by 2.83
- ② Multiply the cubic metres by the Correction Factor 1.02264
- ③ Multiply this by the Calorific Value 39.3
- ④ Divide this by 3.6 to convert to kWh

Citizens Advice Consumer Service provides free, unbiased advice on consumer issues at [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call the helpline on 0345 404 0506.

### What to do if you have a complaint

Please call us on 0330 100 0550\* email [businesscustomerservice@britishgas.co.uk](mailto:businesscustomerservice@britishgas.co.uk) go online at [britishgas.co.uk/business/making-a-complaint](http://britishgas.co.uk/business/making-a-complaint) or write to us at British Gas, Business Customer Services, Winnall Down, Alresford Road, Winchester, Hampshire SO21 1FP. We'll do all we can to sort things out quickly for you.

If you're a micro business and we haven't been able to sort things out, or agree a way forward within eight weeks, you have the right to refer your complaint to Ombudsman Services: Energy. They offer a free, independent dispute service. You don't have to accept their decision, but if you do we have to act on what they say. Call 0330 440 1624 or visit [ombudsmanservices.org/energy](http://ombudsmanservices.org/energy).

For details about our complaints procedure and definition of a micro business, go to [britishgas.co.uk/business/complaintspolicy](http://britishgas.co.uk/business/complaintspolicy).

## Payments to your account

Direct Debit - 21 January 2020	£263.31	CR
Direct Debit - 31 January 2020	£158.74	CR
<b>Total payments</b>	<b>£422.05</b>	<b>CR</b>

## Details of charges

Meter point reference: 2198278109		Meter serial number G4A02576990101							
Previous Reading		Current Reading		Units	kWh	Rate	Charges		
<b>Unit Charge</b>									
46836	CUSTOMER	17 Jan 2020	47251	READ	24 Feb 2020	415	4,632.98	4.934p	£228.59
<b>Gas Charges exc VAT</b>								<b>£228.59</b>	
<b>Standing Charge</b>							38.00 days at 36.247p		£13.77
<b>Online Renewal Discount</b>								£4.85	CR
<b>Direct Debit Discount</b>								£16.97	CR
<b>Total charges exc VAT</b>								<b>£220.54</b>	
VAT at 5%									£11.02
<b>Total new charges this bill inc VAT</b>								<b>£231.56</b>	