

Mr Paul Hague
20 THE MEADOWS
TODWICK
SHEFFIELD
S26 1JG

Your payments have changed

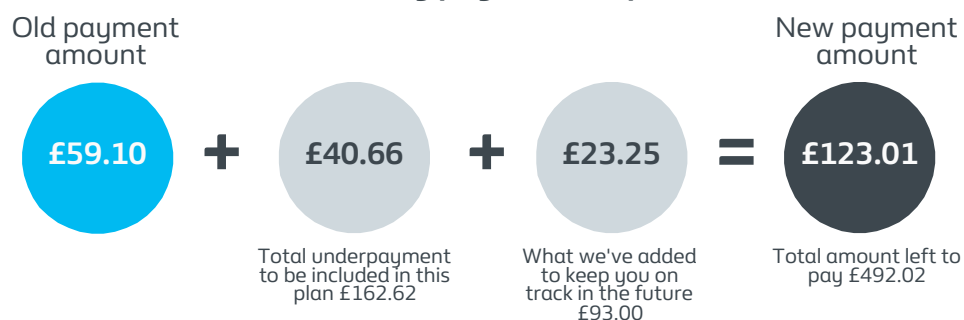
Hello Mr Hague

We reviewed your account on 5 October 2017 to check your payments are covering your energy use.

You've used more electricity than expected so your payments have been changed from £59.10 to £123.01 a month, so you don't underpay.

Your first payment of £123.01 will be taken on 10 November 2017.

Your monthly payments explained



Customer reference number

85 00 13 55 20 42

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/F/INC

6 October 2017

Why?

Your energy use has been higher than expected. If you'd kept using the same amount of energy and paying £59.10, you'd owe £255.64 at the end of your payment plan. By paying £123.01 a month, you won't owe anything.

For your Electricity

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

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 19 March 2017 to 2 March 2018.

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

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*

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Your electricity statement

Your customer number:
85 00 13 55 20 42

Statement date:
5 Oct 2017

Statement period:
9 Jul 2017 - 25 Sep 2017

1

What's my balance?

You are in
debit by

£102.07

Electricity tariff: Standard

Your balance was in debit by	£20.18
Total charges (including VAT & discounts)	£259.19
What you've paid	-£177.30
Direct Debit 10 Aug 2017	-£59.10
Direct Debit 11 Sep 2017	-£59.10
Pending 10 Oct 2017	-£59.10

Your account balance is in debit by £102.07

See step 4 for more details about your account and tariff

2

What happens next?

We recommend your monthly payments should increase to **£123.01**.
Based on your actual electricity use this period your new payment of **£123.01** will start on **10 Nov 2017**.

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 **£1029.06**

Cheapest Similar Tariff

Great News! You are already on our cheapest similar 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.

Cheapest Overall Tariff

Save **£19.98** by switching to HomeEnergy Secure Aug 2019.Fixed tariff

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 electricity tariff

Tariff name	Standard
Payment method	Monthly Direct Debit
Tariff ends on	No end date
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual usage (based on your estimated use in the last 12 months)	6465.45 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 more

We're increasing your payments because the amount of energy you're using has changed since our original forecast. We'll carry your balance forward to your annual review.

Meter number: BI03K26234

9 Jul 2017 - estimated meter reading	53856
14 Sep 2017 - estimated meter reading	55478

Estimated kWh used over 68 days **1622.00**

Cost of electricity (1622 kWh x 11.700p) **£189.77**

Standing charge

9 Jul 17 - 14 Sep 17	
68 days at 24.770p per day	£16.84

15 Sep 2017 - estimated meter reading at price change	55478
25 Sep 2017 - we read your meter	55770

Actual kWh used over 11 days **292.00**

Cost of electricity (292 kWh x 13.760p) **£40.18**

Standing charge

15 Sep 17 - 25 Sep 17	
11 days at 24.770p per day	£2.72

Total electricity used **£249.51**

Dual Fuel discount **-£2.66**

VAT at 5.00% **£12.34**

Total electricity including VAT **£259.19**

Total **£259.19**

Your actual meter reading

Electricity **55770**

How does this compare with last year?

1502.56 kWh

9 Jul 16 - 25 Sep 16

1914.00 kWh

9 Jul 17 - 25 Sep 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 electricity supply number is:

S	01	801	100
	23	3517	0178 016

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
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 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

Electrical emergency or power cut?

105

(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:

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:

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.