

Bill date: 2 May 2019  
Bill number: 370626182

This is a VAT invoice  
VAT registration number 684 9667 62

Side 1 of 2



Account number  
**603181782**

Contact us

**0330 100 0222\***  
Mon to Fri 8am to 6pm  
Sat 9am to 1pm

[britishgas.co.uk/business](http://britishgas.co.uk/business)

Whitecliff Pension Scheme  
Unit 1 Mildenhall Road  
Moore House  
London  
E5 0DD

## Your business electricity bill

Site address: UNIT 1 MILLFIELDS ROAD, LONDON E5 0DD

Billing period: 3 March 2019 to 1 May 2019

### Your account

#### Since your previous bill

Outstanding balance - 3 March 2019	£155.58
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<b>Balance from last bill</b>	<b>£155.58</b>
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#### New charges this bill

Electricity charges	£0.00
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Total discounts	£0.74 CR
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Standing charges	£31.11
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<b>Total charges exc VAT</b>	<b>£30.37</b>
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VAT	£1.51
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<b>Total new charges this bill inc VAT</b>	<b>£31.88</b>
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<b>Total amount due</b>	<b>£187.46</b>
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We'll claim this amount from your bank by Direct Debit on or immediately after  
22 May 2019 your payment reference is 000603181782290419

#### Your Fixed Price Energy Plan

Your energy plan ends on 29 Mar 2021. To switch at the end of your plan, call us on **0330 100 0537**, or write using the contact details in 'Useful Information' by 27 Feb 2021.

# Useful information

## Emergency or loss of supply

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or contact: UK POWER NETWORKS, Fore Hamlet, Ipswich, Suffolk, IP3 8AQ

## No heating or hot water?

Call our 24 hour emergency helpline^ on 0333 009 5862\*

^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 for more details.

## Help us prevent fraud

You can pay your bills by Direct Debit, credit or debit card, BACS or cheque. If you're ever asked to pay in another way, please let us know by calling 0333 202 9823\*.

## Understanding your bill

You'll find a simple guide on how to read your bills at britishgas.co.uk/business/bill.

Our terms and conditions are available online at 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.

British Gas is a trading name of British Gas Trading Limited a Centrica company. Registered in England and Wales No. 3078711. Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

## 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 businessrenewals@britishgas.co.uk

## To switch

Simply call us on 0330 100 0222\*, email businessrenewals@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 or go online at britishgas.co.uk/business/moves.

## Fuel mix

We use a mixture of fuels to create the electricity we supply to customers.

British Gas fuel mix April 2017 – March 2018		
	British Gas Trading Limited	UK Average
Coal	7%	8%
Natural Gas	37%	41%
Nuclear	11%	20%
Renewables	43%	29%
Other Fuels	2%	2%
CO2 Emissions	210 g/kWh	225 g/kWh
High Level Radioactive Waste	0.0008 g/kWh	0.0014 g/kWh
British Gas is a mandatory Feed-in Tariff Licensee.		

Citizens Advice Consumer Service provides free, unbiased advice on consumer issues at 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 go online at 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.

For details about our complaints procedure and definition of a micro business, go to britishgas.co.uk/business/complaintspolicy.

# Details of charges

S	03	801	952	Meter ID 216684105					
	12	0006	2097	104					
Previous Reading				Current Reading			Kwh	Rate	Charges
Unit Charge									
0	READ	2 Mar 2019	0	ESTIMATED	29 Mar 2019	0.0	23.430p	£0.00	
Unit Charge									
0	ESTIMATED	30 Mar 2019	0	ESTIMATED	31 Mar 2019	0.0	17.030p	£0.00	
Unit Charge									
0	ESTIMATED	1 Apr 2019	0	READ	1 May 2019	0.0	17.030p	£0.00	
Electricity Charges exc VAT								£0.00	
Standing Charge						27 days at 75.820p	£20.47		
Standing Charge						33 days at 32.256p	£10.64		
Direct Debit Discount								£0.74 CR	
Total charges exc VAT								£30.37	
VAT at 5%								£1.51	
Total new charges this bill inc VAT								£31.88	

CR