

Your bill has changed for the better



All the information you need

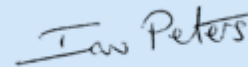
We've been working with Ofgem (the energy industry regulator) on how to give our customers clearer information, so we've made some changes to your bill. The changes should help you save money and easily find all the information you might need if you're looking to switch your tariff.

Here's a quick update on what we've done.

- If there's a cheaper tariff available for you we'll let you know, telling you how much you could save. We'll also tell you if we've another fixed price tariff you may be interested in
- We've introduced a new section that gives you key facts about your tariff, so you can see the information you need up front when you want to compare with other tariffs
- We've improved the section of your bill that shows your energy use in detail, and how it compares to the previous year
- And you'll find a whole new section on saving energy and money

We hope you'll find the changes we've made useful, and that they help you manage your energy costs.

Regards



Ian Peters
Managing Director, British Gas Residential Energy



We're giving you more of the information you need to help you manage your energy costs

A simple 'up front' summary

We understand the first thing most people want to know when they get a bill is 'how much?', so your account balance is clearly shown in the large circle on the front of every bill.

- If you pay your bills as and when they arrive, you'll see straightaway how much you owe, and when it needs to be paid by
- If you pay by Direct Debit, you'll see quickly if you're in credit or debit and by how much, along with a summary of the payments you've made

Find the right tariff for you

On every bill you get we'll let you know if there are any tariffs that could save you money.

You'll clearly see what your Personal Projection is, i.e. how much your current tariff will cost you for the coming year, and also what savings you'd make by switching to a new one. And if you're already on our cheapest tariff we'll let you know. We'll also tell you if we've another fixed price deal, and what it would cost you. You'll find the latest information on available tariffs at britishgas.co.uk/tariffs



Making comparing tariffs easy

Here you'll find all you need to know about your tariff and energy use to be able to get quotes and compare with other available tariffs.

You can also use the new Tariff Comparison Rate as a guide to quickly compare prices across different tariffs and suppliers.



Your energy use explained

See how much energy you've used in detail and how that converts into the amount you pay. Plus you'll find details of any discounts or charges made to your bill. And you can compare your latest bill to what you used the same time last year.

Find out where your money goes

A breakdown showing you the external gas and electricity costs together with our own costs and profits.

5 Where does my money go? This information below shows how what you pay covers much more than just the wholesale cost of gas*.

External Costs

51%	23%	4%	7%	8%	7%
Wholesale gas cost	Delivery to your home (Regulated by Ofgem)	Environmental and Social tax	Corporate tax and VAT	Operating costs	Our profit

*Breakdown figures inclusive as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 15,900 kWh of gas and average regulated prices. Full figures shown in letterbox.

For more information on energy efficiency, to track your energy usage, or have a free online chat with one of our Energy Consultants, visit: britishgas.co.uk/energysaving

6 Can I save some money?

1. Insulation
If you own a home that needs loft and cavity wall insulation, you will receive a free survey. Check if you're eligible today by calling 0800 107 0224 or visiting britishgas.co.uk/insulation. If you don't qualify for free insulation, you might be able to access a loan for energy saving improvements via the government's Green Deal which you pay back through your electricity bill. For more information on the Green Deal, visit: britishgas.co.uk/greendeal.

2. Be energy aware
One of the best ways to reduce your bill is to use less energy. All British Gas members can help you cut on top of your energy usage and are happy to provide advice about where to go and the advice you need to make a change. For top tips on saving energy in your home, visit: britishgas.co.uk/energysaving.

3. Collect nectar points
A thank you from British Gas - As a way of saying thank you we give you Nectar points just for being our customer. There are lots of ways you can earn extra Nectar points, visit: britishgas.co.uk/nectarpoints to find out more.

Your British Gas Points: xxxxx points (as 10th January 2014)
Your Nectar balance: xxxxx points (as 10th November 2013)

How can I pay? You'll need your customer number: 85 88 08 31 28 35

Switch to Direct Debit
Collect 100 Nectar points for each account you switch. Go to britishgas.co.uk.

Credit or Debit card
Online or by phone, visit britishgas.co.uk/makepayment or call us on 0800 107 0224. James not accepted. Please allow 3 working days for your payment to clear.

Internet or phone banking
For us directly by your account number 71584665 and sort code 40-05-30, quote your customer number: 85 88 08 31 28 35.

SMC
Call us on 0800 048 0202 to register!

Download our App
Pay your bills and view detailed account information.

PayPoint
Take this bill and pay by cash.

Bank or by post
Take your payment slip with your payment card, cash or a cheque to the bank. Or send a cheque made payable to British Gas Trading Ltd with your customer number on the back and send to: British Gas, Payment Area 55, Cambridge GU9 1AB.

Post office
Take your payment slip with your payment card, cash or a cheque made payable to Post Office Ltd.

Allow 3 working days for payment to clear the bank/Post Office and PayPoint. If you pay by post, please don't send cash in the post.

Where you can make savings

You'll find useful advice and information here on how you can cut your bills and save energy. We've also got great money saving tips for you at britishgas.co.uk/energysaving

Choose how you pay

If you pay your bill when it arrives, rather than by Direct Debit, you'll find all the different ways you can pay, so you can quickly find the one that suits you. And remember, if you set up an online account at britishgas.co.uk/register you can pay securely in just a couple of clicks.



Help is easy to find

You'll find all the contact information you need in one place. So if you want advice, questions answered or help in an emergency you'll know where to go straightaway.

Important information to keep safe

You may need this in case you ever have a problem with your energy supply.

7 Where can I get some help?

Your gas meter price reference number is: 89 31 20 76
Your electricity supply number is: S 111 108 11 2
SMB Price Area GB and your meter

britishgas.co.uk
To manage your account, pay your bill and submit your meter reads.
Send for one of our general enquiries team: 0800 048 0202 (Mon-Fri 9am - 7pm, Sat 9am - 6pm)
Email: enquiries@britishgas.co.uk
Write: Our address is British Gas, PO Box 4805, Worthing, BN11 9DU
For account enquiries please have your meter reading handy.

Emergency
Swell gas? 0800 111 999 (24 hours a day)
Electrical emergency or power cut? 0800 195 4444 (24 hours a day)
Boiler breakdown? 0800 249 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.

To find the name and address of the company responsible for the gas pipeline delivery network in your home, visit: britishgas.co.uk/utility-service-register
Telephone for the visually impaired: 1800 080 072 8626

If you are unhappy with the service we have provided
Please contact us on 0800 072 8622 (Mon-Fri 9am - 7pm, Sat 9am - 6pm) or go online at britishgas.co.uk/energycomplaints
We will do all we can to ensure your issue is resolved as quickly as possible. We will aim to resolve the matter for you within 14 days.
When you contact us to make a complaint we will contact you with an explanation of the problem and what we need to do to solve it. This may include sending you a complaint form or asking you to provide more information. You can also contact the Ombudsman for Energy on 0800 048 0202.
The Ombudsman also provides a free Complaints Helpline and Complaints Resolution Unit. We will contact you if we need to refer your complaint to the Ombudsman for Energy or the Complaints Resolution Unit. A financial award may be made if you are successful. We will not refer to the Ombudsman for Energy or the Complaints Resolution Unit if you do not contact us within the time limit.

Call 0300 440 1624
Telephone: 0300 440 1603
Fax: 0300 440 1624
Email: complaints@britishgas.co.uk or go online at ombudsmanforenergy.org.uk

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*Terms and conditions apply. For full details please see our website.



The example bills shown in this guide are for illustrative purposes only. The cost of your own bill is variable and based on each customer's energy consumption.

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