

Mr Philip Spencer  
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MILNER ROAD  
MORDEN  
SURREY  
SM4 6EN

# D Hello, here's your energy statement

**Covering:** 21 Nov 2023 - 21 Feb 2024

**Statement Date:** 22 Feb 2024

**Customer number:** A5541168

Your previous balance on 22 Nov 2023	<b>£393.68</b>
Total energy costs (excluding VAT)	£1,273.57
VAT at 5%	£63.68
Total energy costs (including VAT)	£1,337.25
You've paid us	£1,056.33 Credit
<b>Your new balance on 22 Feb 2024</b>	<b>£674.60</b>

**Your Electricity tariff:**

Standard Variable Tariff

**Paid by:** Monthly Direct Debit

**Exit fee:** None

**Estimated annual usage:** 6,608.79 kWh

**Estimated annual cost:** £2,105.16

**Your Gas tariff:**

Standard Variable Tariff

**Paid by:** Monthly Direct Debit

**Exit fee:** None

**Estimated annual usage:** 17,989.05 kWh

**Estimated annual cost:** £1,443.07

## Your monthly payment

We will regularly review your payment amount of £352.11 to make sure you're on track to cover your expected energy use.

It's always a good idea to check online for the best tariff deals available.

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### Have you got a question about your statement?

You can live chat to us by logging into your account or visiting [britishgas.co.uk/contact](https://britishgas.co.uk/contact)

We're available Monday to Friday, 8am to 6pm. Alternatively, if you're unable to chat to us online, you can call us on 0330 808 3880.

# Your account in detail

Your previous balance on 22 Nov 2023

£393.68

## Electricity

Electricity meter number: 19K0054897

21 Nov 23 - 1 Jan 24	959.2 kWh at 27.074p per kWh 22325.6 - ACTUAL read 21 Nov 23 23284.8 - ACTUAL read 1 Jan 24	£259.70
22 Nov 23 - 31 Dec 23	Standing charge 40 days at 36.682p per day	£14.68

Electricity meter number: 19K0054897

1 Jan 24 - 21 Feb 24	1,225.2 kWh at 28.312p per kWh 23284.8 - ACTUAL read 1 Jan 24 24510 - ACTUAL read 21 Feb 24	£346.87
1 Jan 24 - 21 Feb 24	Standing charge 52 days at 36.668p per day	£19.06

**Total Electricity costs (excluding VAT)**

**£640.31**

## Gas

Gas meter number: E6S12607891961

21 Nov 23 - 1 Jan 24	3,906.2 kWh at 6.568p per kWh 06215.6 - ACTUAL read 21 Nov 23 06570.2 - ACTUAL read 1 Jan 24 354.6 gas units at 38.70130890052356 calorific value	£256.56
22 Nov 23 - 31 Dec 23	Standing charge 40 days at 28.208p per day	£11.28

Gas meter number: E6S12607891961

1 Jan 24 - 21 Feb 24	4,962.7 kWh at 7.068p per kWh 06570.2 - ACTUAL read 1 Jan 24 07019.9 - ACTUAL read 21 Feb 24 449.7 gas units at 38.99865651589789 calorific value	£350.76
1 Jan 24 - 21 Feb 24	Standing charge 52 days at 28.189p per day	£14.66

**Total Gas costs (excluding VAT)**

**£633.26**

**Total energy VAT at 5%**

**£63.68**

**Total energy costs (including VAT)**

**£1,337.25**

### Your payments

5 Dec 2023	Payment	£352.11	CR
5 Jan 2024	Payment	£352.11	CR
5 Feb 2024	Payment	£352.11	CR

**Total payments - Thank you**

**£1,056.33** CR

**Your new balance on 22 Feb 2024**

**£674.60**

## Helpful contacts

Please let us know if you're unhappy with our service. You can:

- contact us at [britishgas.co.uk/contact](https://britishgas.co.uk/contact)

If you have a complaint that we haven't been able to resolve in 8 weeks, you can contact the ombudsman on 0330 440 1624 or at [energyombudsman.org](https://energyombudsman.org)

### Smell gas?

T: 0800 111 999

### Electrical emergency or power cut?

T: 105

**Independent advice through Citizens Advice:** [citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)  
0808 223 1133

**Your electricity supply delivery network** UK Power Networks  
T: 0800 3163 105

#### Your electricity supply number

s	01	801	001
	12	0002	0626 165

**Your gas pipeline delivery network**  
visit: [energynetworks.org](https://energynetworks.org)

#### Your gas meter point reference number

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Scan this on a price comparison app to compare your tariff with others on the market



**Need extra help** such as advanced power cut warnings or letters in large print, Braille or audio? Visit: [britishgas.co.uk/Priority-Service-Register](https://britishgas.co.uk/Priority-Service-Register)

- **For energy saving tips** to help understand and reduce consumption visit: [britishgas.co.uk/energy-saving](https://britishgas.co.uk/energy-saving)
- **To find out how to keep your home safe**, visit: [britishgas.co.uk/home-safety](https://britishgas.co.uk/home-safety)
- **For more information about the fuel mix of your electricity**, please visit: [britishgas.co.uk/energy-sources](https://britishgas.co.uk/energy-sources)

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