

Your customer account number:  
A12077658

Supply address:  
UNIT 1, 18A ELLINGFORT ROAD  
E8 3PA



# British Gas



Zohar Ohana  
Flat 1 18 Ellingfort Road  
London  
E8 3PA

360 D/00141



0023877

Date:  
15 May 2024

Reference:  
BG/DBT/NDD/REM/DM

## Your bill is due – how to pay or get help

Hello Zohar,

This is your reminder that your gas bill for £31.88 is due to be paid by 13th May 2024. If you're experiencing difficult circumstances, please see the 'We're here to help' section below, so we can work on a solution together.

### Already paid?

If you've recently paid your bill, thank you. We'll get your account updated.

### If you're ready to pay now



The quickest way to pay your bill is by logging into your online account — go to **britishgas.co.uk/identity** or if you don't have an online account, you can set one up in a few simple steps.

You can also call our automated payment line on **0330 818 0004** at anytime.

### Have you considered setting up a Direct Debit?

A monthly payment by Direct Debit makes it easier for you to budget and spread the cost of your energy over the year. When you choose to pay this way, you also get a discount. Setting up your Direct Debit will only take few minutes — simply log into your online account at **britishgas.co.uk/identity**

### We're here to help

We know that everyone's circumstances are different. So, if you need help paying your energy bills on time, you can speak to one of our team on Live Chat at **britishgas.co.uk/contact** and we can work with you to find a solution — we're open Monday to Friday, 8am-8pm and Saturday, 9am-5pm.

Or for more information, you can find out about the ways we can help you by visiting **britishgas.co.uk/payhelp**

Thanks for being with us for your energy,

**Your British Gas Energy Team**



### Extra help from the Priority Services Register

If you're vulnerable or could be at risk if there's a problem with your energy supply, join the Priority Services Register. It's free and gives you helpful services like planned power cut warnings, bills and statements in different formats and free gas safety checks. Visit **britishgas.co.uk/psr** for more info.