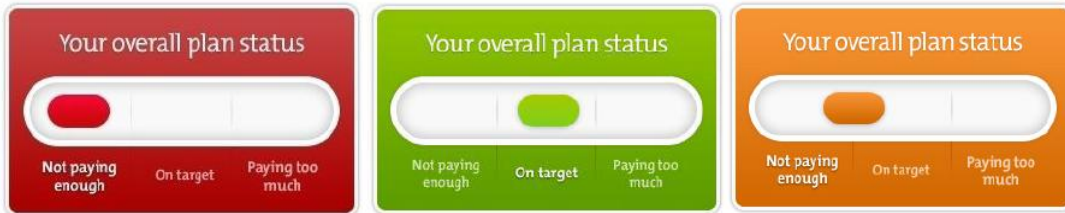


1. New online control for energy customers – what it looks like

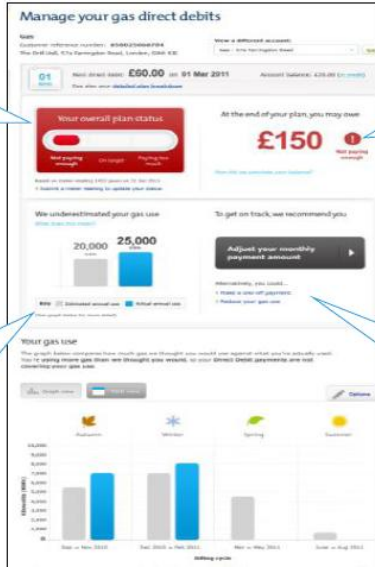


Plan Status:
Highlights to customer state of their DD plan. Based on if they are paying too much/too little or on target

End of year position:
Indicates financial position customer will be in if underpayment continues

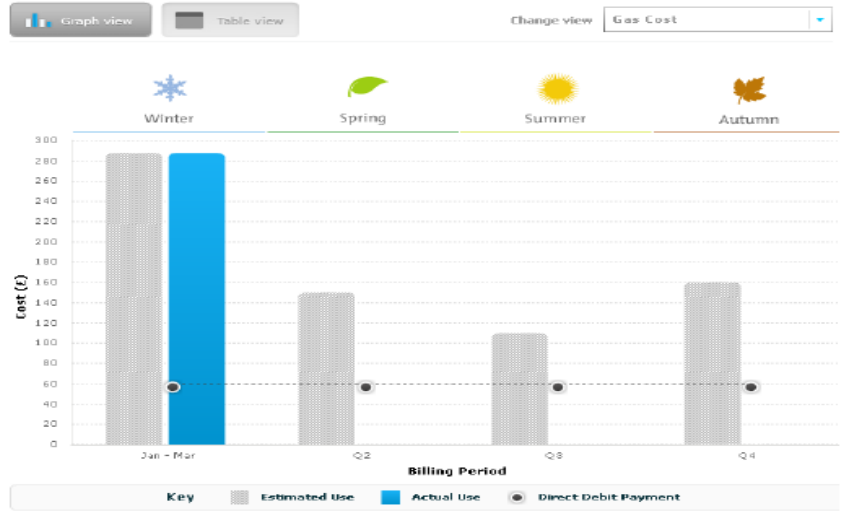
Consumption Review:
Tracks customer's actual usage by quarter against what BG forecasted
Graphs will show usage in both cost and KWH

Recommended Actions:
Offer recommended actions to get customer's DD plan back on track



Your gas use

The graph below compares how much gas you were expected to use compared to what you've actually used, so your **Direct Debit payments are covering your gas use.**



You are here: British Gas Home > Your account > Manage your direct debits > Get a credit refund

- ⌕ Back to Manage your direct debit
- Manage direct debits
- Detailed plan breakdown
- Customise payment plan
- Adjust monthly amount
- Get a credit refund**
- Update bank details

Get a refund on your credit

Gas
 Customer reference number: **850025068764**
 The Drift Hall, 57a Farringdon Road, London, SW6 9JE

View a different account:

Enter the amount that you'd like refunded, and select 'Recalculate' to see whether your direct debit will be affected.

[Getting a refund](#)

Recommended refund amount: **£53.25**
Why this amount?

	Before refund	After refund
Available credit <small>How is this calculated?</small>	£160.00	£106.75
Monthly payment	£40.00	£40.00
End of plan balance <small>How is this calculated?</small>	£53.25	£0.00

Refund amount: £
(between £1.00 - £160.00)

Help & Advice

- > How often will I receive statements if I pay by Direct Debit?
- > How can I make sure my Direct Debit statements are accurate?
- > How often do you review my Direct Debit?
- > How can I change the value of my monthly Direct Debits?
- > How can I change my bank details for my Direct Debit?
- > More help and advice