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By Danielle Lyon Head of content If you have a pay-as-you-go tariff with British Gas, you will need to top up your meter credit to ensure your household doesn't find itself unexpectedly without energy. There are a number of different British Gas top up methods. In this guide, we talk you through them all, including the exclusive British Gas smart meter top up options. Where can I top up my British Gas key or card? British Gas pay-as-you-go customers can top up their meters at Payzone outlets, as well as at their local Post Office. For customers with regular prepayment meters (non-smart meters), these are the only ways to complete your British Gas top up. Both methods are simple and straightforward, just taking a couple of minutes to complete. After you have topped up your British Gas card or key using one of the below methods, you will need to transfer the credit onto your meter. To do this, just put your card or key into your meter. Credit for electricity will transfer automatically. For a gas meter, you will need to press and hold the A button. Top up at Payzone As of the 1st of January 2020, Payzone Bill Payments Limited will be the exclusive British Gas top up provider network, taking over the reins from the previous provider, PayPoint. This means that customers now need to use Payzone outlets to top up their keys and cards. In reality, this doesn't mean much change. Very much like PayPoint services, Payzone outlets can be found in numerous newsagents, supermarkets and petrol stations. Establishments that offer these services will display the Payzone logo, so it's easy to spot where British Gas top up services are available. Payzone also has a handy online store locator that allows customers to find their most convenient Payzone outlet. To find a Payzone near you, go to the Payzone website and scroll to the very bottom of the page. Click on where it says Find a store. You will be directed to a new page, where you should enter your postcode in the box that says Enter postcode. Then click Search. All of the Payzone outlets in your area, along with their opening hours, will be listed. Once in the store, topping up is easy. Simple take your key or card to the cashier, tell him/her how much you want to top up and pay the equivalent amount. The cashier will give you a payment receipt. Make sure you keep this as you will need the featured Vend Code if there are problems with your top-up credit. With Payzone, the minimum required British Gas top-up amount is £5, and it must be to the nearest pound. For example, you are not able to top up by £7.50, but can top up by £7 or £8. Why did British Gas stop using PayPoint? On January 1, 2020, British Gas ditched PayPoint for a new top-up deal with Payzone. The switch to Payzone was quite a pain for many British Gas customers for the following reasons: With 15,000 fewer locations, Payzone is generally more inconvenient to access. The minimum top-up amount increased from £1 to £5. This left some British Gas customers without the funds to top up. Due to customer backlash, this increase has since been removed. British Gas has since paid £1.48 million in compensation to its prepayment customers who were negatively affected. Top up at the Post Office Your local Post Office also offers British Gas top up services. Just head down to the Post Office and explain at the counter that you want to top up your British Gas meter. Make sure you take your key or card with you as the cashier will need it to complete your transaction. When you've successfully topped up your card, you will receive a receipt. Keep this safe as you will need it if you have problems with your top up meter on. British Gas smart meter top up customers with a British Gas smart meter have a few more options when it comes to topping up their meters. In fact, you can even do so without leaving the comfort of your own home! Below, we break down how to top up your British Gas smart meter. British Gas top up online The easiest way to complete a British Gas smart meter top up is online. If you have a smart meter, there are two ways can top up online. Top up online via your online account For this method, you don't even need your Smart Card or Smart Card Number (SCN)! Simply log in to your British Gas online account and click the Top Up Online tab. Fill out the required information and you will have topped up in just a few clicks. To make life even easier, you can save your debit card details in your online account so that you don't have to enter them each time you need to top up. Struggling to log in to your British Gas account? Don't have an account but want one? Check out our British Gas login guide for details on how to access your online account and register for one to begin with. Top up online as a guest If you don't have an online account or are unable to access it, you can still complete the British Gas smart meter top up online. Instead of signing in to your account, you will top up as a guest. You will need your SCN for this top up service. Top up online as a guest, type British Gas top up into your search engine and select the result that reads Top up a smart meter - British Gas. Enter your SCN and fill in all of the required information. Your smart meter will then be topped up. Where can I find my Smart Card Number (SCN)? Your SCN can be found on your Smart Card or the smart meter pack the engineer left when he/she installed the meter. Use the app to top up your smart meter British Gas smart meter top up can also be completed through the British Gas app. Just download the app from the App Store or Google Play, and you will be able to top up using your phone or tablet. If British Gas top up app allows you to pay with Apple or Google Pay, meaning you can even top up if you don't have your card details with you! It allows you to top up at anytime and from anywhere! Top up by phone Another way to complete a British Gas top up is via a more old-fashioned method - over the phone. To top up by phone, call 0330 100 0303. You will listen to an automated recording that asks you reason for calling. To top up by phone, say 'top up'. To confirm you reason for calling, say 'yes'. You should have your customer reference number to hand when you call. This begins with 85. You will also need your debit or credit card details ready. Are you topping up with a new key or card? If you have never used your British Gas top up card or key before, you need to activate it before it will work. Luckily, the activation process is super easy. You just need to pop your card or key into your meter for about a minute. When the minute is up, take it out and you're done. Your card or key is now activated and you can use your preferred British Gas top up method listed above to get credit on your meter. Struggling to pay your British Gas bills? You might be eligible for some extra help. Read all about the supplier's participation in the Warm Home Discount Scheme and its Energy Trust to see if it can help you out. Do you need to request a new British Gas top up card/key? If you've lost your British Gas top up card or key, or it has broken, you can request a new one for free. There are two ways to do this. Firstly, you can request a new one to be sent to you by post. To do this, you need to contact the pay-as-you-go team via their live chat or give them a call on the dedicated prepayment number (listed above). You will then be sent a new card or key within three working days. The second method is to get a new British Gas top up card or key from a Payzone outlet. For a gas card this is really simple. Just go to your closest Payzone store and ask the cashier for a new gas card. He/she should be able to give you a new one there and then. Getting a new electricity card from a Payzone outlet requires a bit more work. First, you will need to contact the pay-as-you-go team. The call agent will give you a reference number. Wait at least 30 minutes (ideally a bit longer), and go to your local Payzone store with your reference number to pick up a new key. Don't forget, you need to activate your new card or key before you can top up! Is your British Gas top up not working? Let's have a look at what to do if your top-up is not going on the meter, as well as what you should do if you see an error code. Is your British Gas top up not showing up on the meter? Or is your gas top up not taking effect? It means your card is broken so you will need to request a new one (see how below). If the message does not go away, it means your meter is broken and you will need to contact the pay-as-you-go team. If it's just showing a blank screen, press the A button. If the screen remains blank, call the prepayment team. If you need to contact the British Gas pay-as-you-go team, the number to call is 0330 100 0303 (Monday - Friday: 8am - 8pm, Saturday: 8am - 6pm). When you ring, make sure you have your meter serial number to hand. This is the number that starts with S or F located under the screen on your meter. To find other contact methods, such as the live chat, head to our British Gas contact page. There we have listed all the contact details you could possibly need. What is the British Gas Top Up Number? Want to top up by phone using a debit or credit card? The British Gas top-up number is 0330 100 0303. You will listen to an automated recording that will ask for your reason for calling. To top up your meter, say 'top up'. You will need to provide your customer reference number. It begins with 85. By calling the British Gas top-up contact number, you can get help with the following additional queries: Help topping up Changing from pay as you go to direct debit Using emergency credit While you can top up with a debit or credit card at any time over the phone, some queries may require actual human assistance. If you need to speak with someone, representatives are available Monday to Friday from 8 a.m. to 8 p.m., and on Saturdays from 8 a.m. to 6 p.m.. Want to learn more about British Gas? Check out our dedicated British Gas reviews page to see what its customers are saying. You can also visit our British Gas tariffs page to see what it has to offer and how much its tariffs cost. How can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The CollectionCurated, compelling, and worth your time. Explore our latest gallery of Editors' Picks.Browse Editors' FavoritesHow can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The CollectionCurated, compelling, and worth your time. Explore our latest gallery of Editors' Picks.Browse Editors' Favorites British Gas top-up is a crucial process for customers using prepayment gas and electricity meters supplied by British Gas. Understanding the various methods available for topping up, along with common queries and recent trends, ensures a seamless experience in managing your energy supply. This article provides a comprehensive guide to British Gas top-ups, covering everything from traditional methods to digital solutions and addressing frequently asked questions. Prepayment meters offer a different way to manage energy consumption compared to standard credit meters. Instead of receiving a bill after using energy, prepayment customers pay for their gas and electricity in advance. This system can help with budgeting and avoiding unexpected large bills. British Gas, one of the UK's largest energy providers, offers prepayment options to many of its customers. These meters work by holding a credit balance. As you use gas and electricity, the balance decreases. To maintain your supply, you need to regularly top up the meter with additional credit. If the credit runs out, your energy supply will be interrupted. Therefore, understanding how to efficiently and conveniently perform a British Gas top up is essential for prepayment customers. For many years, the primary methods for topping up prepayment meters involved physical transactions. While digital options are increasingly popular, these traditional methods remain important for many customers: PayPoint is a widespread network of retailers across the UK where you can top up your British Gas prepayment meter. This includes convenience stores, supermarkets, newsagents, and petrol stations displaying the PayPoint logo. To top up at a PayPoint outlet, you will typically need your prepayment card or key. The retailer will scan your card or key and you can then pay the desired top-up amount in cash or via card, depending on the retailer's facilities. The topped-up credit is then usually applied to your meter automatically when you insert the card or key. Post Office Top Up Similar to PayPoint, the Post Office also provides a service for topping up British Gas prepayment meters. You will again need your prepayment card or key. Present it to the Post Office counter staff along with the amount you wish to add. You can usually pay by cash or debit card. The transaction details are then processed, and the credit should be available on your meter when you next use your card or key. The extensive network of Post Office branches makes this a convenient option for many customers across the country. The prepayment card or key acts as a physical link between your meter and your account. When you top up at a PayPoint or Post Office, the credit is associated with your card or key. When you insert this card or key into your gas or electricity meter at home, the credit is transferred to the meter and updates your available balance. It's crucial to keep your top-up card or key safe, as losing it can cause inconvenience and potentially require contacting British Gas for a replacement. In recent years, British Gas has expanded its top-up options to include more convenient digital methods, reflecting the increasing preference for online and mobile transactions: British Gas provides an online portal where prepayment customers can top up their meters. To use this service, you will typically need to register your prepayment account on the British Gas website. Once registered, you can log in and navigate to the top-up section. Here, you will be able to enter the amount you wish to add and pay using a debit or credit card. After a successful transaction, the credit is usually sent electronically to your smart meter. For older meters, you might receive a code that you need to enter into your meter to activate the top-up. The British Gas mobile app offers another convenient way to manage your prepayment account and perform top-ups. Similar to the online portal, you will need to log in to your account through the app. The app usually has a dedicated section for topping up your prepayment meters. You can enter the desired amount and pay using a registered debit or credit card. For smart meters, the credit is typically applied remotely. For traditional meters, the app might generate a top-up code that you need to manually enter into your meter. Some British Gas prepayment customers may have the option to set up automated top-ups. This feature allows you to automatically add a certain amount of credit to your meter when your balance falls below a specified threshold. This can be a useful way to avoid your supply running out unexpectedly. The setup for automated top-ups is usually managed through the British Gas online portal or mobile app. You will need to link a payment method and configure the top-up rules. Several trends are shaping how British Gas prepayment customers manage their top-ups: The rollout of smart meters across the UK is significantly impacting how prepayment customers top up their energy. Smart meters enable remote top-ups, eliminating the need to physically visit a PayPoint or Post Office in many cases. This convenience is driving the adoption of online and mobile top-up methods. Smart meters also provide more accurate readings and can offer insights into energy consumption. Reflecting broader societal trends, there is a growing preference for digital payment methods. British Gas customers are increasingly using the website and mobile app for topping up due to their convenience and accessibility. These platforms often store payment details securely, making future top-ups quicker and easier. The current economic climate has heightened awareness around energy consumption and budgeting. Prepayment meters inherently offer a degree of control over spending, and digital tools associated with smart meters and online accounts often provide features to track usage and set spending limits, aiding in better energy management. There is a potential trend towards integrating energy top-ups with other digital services, although this is not yet widely implemented by British Gas. In the future, we might see options to top up through other payment apps or digital wallets, further streamlining the process. Smart meters and the British Gas app allow for better communication regarding low balances and successful top-ups. Customers often receive notifications when their credit is running low, prompting them to top up before their supply is interrupted. Confirmation of successful online or app top-ups is also typically provided instantly. While the British Gas top-up process is generally straightforward, customers may occasionally encounter issues: If you lose or damage your prepayment card or key, you will need to contact British Gas as soon as possible to request a replacement. In the interim, they may be able to provide alternative ways to top up, such as a temporary code. There might be a small charge for replacing a lost or damaged card or key. If your meter is not accepting a top-up from your card or key, try cleaning the chip on the card or the contacts on the key. Ensure you are inserting it correctly and firmly. If the issue persists, contact British Gas for assistance. There might be a technical fault with the meter or the card/key. If you have topped up online or via the app and the credit is not showing on your smart meter, wait a short while, as there can sometimes be a slight delay. If it still hasn't appeared after a reasonable time, check your online account or app to confirm the transaction was successful. If it was, contact British Gas to investigate. For traditional meters where you enter a code, double-check that you have entered the code correctly. If you are experiencing problems topping up online or via the app, ensure you have a stable internet connection. Check that your payment details are up to date and that you have sufficient funds. If the issue continues, try using a different browser or device, or contact British Gas customer support for technical assistance. Most prepayment meters have an emergency credit facility that you can activate if your balance runs out, particularly outside of top-up hours. This provides a small amount of credit to keep your supply going until you can top up. However, this emergency credit needs to be repaid when you next top up your meter. Familiarise yourself with how to activate and use the emergency credit on your specific meter. You can top up your British Gas prepayment meter at PayPoint outlets, Post Offices using your card or key, online via the British Gas website, or through the British Gas mobile app, offering various convenient options. Yes, if you have a smart meter, you can typically top up remotely via the British Gas website or mobile app, with the credit being applied to your meter electronically. If you lose your top-up card or key, you should contact British Gas immediately to report the loss and request a replacement. They may provide temporary solutions while the right one is being processed. While the British Gas top-up process is generally straightforward, customers may occasionally encounter issues: If you lose or damage your prepayment card or key, you will need to contact British Gas as soon as possible to request a replacement. In the interim, they may be able to provide alternative electricity supply will be interrupted. You will need to add credit to restore your supply. Managing a Gas prepayment meter effectively relies on understanding the available top-up methods and staying informed about any changes or terms. While traditional methods like PayPoint and the Post Office remain important, the increasing adoption of smart meters and digital platforms is making the top-up process more convenient and accessible for many customers. By utilising the online portal or mobile app, prepayment customers can manage their energy credit from the comfort of their homes. Staying aware of potential issues and knowing how to troubleshoot them ensures a continuous and hassle-free energy supply. Ultimately, understanding your options and adopting the most suitable top-up method for your circumstances is key to effectively managing your British Gas prepayment meter. To read more, Click here Page leading... So, you've found yourself in the dark—literally—and it's time to top up your British Gas electric meter. Whether you're a fan of the old-school approach or your smart meter is having a moment, knowing how to manually top up your British Gas electric meter is a handy skill. Let's shed some light on the process. Identifying Your Meter Type First things first, determine which type of meter you have: Smart Meter (Landis+Gyr E470): Features a digital display with buttons labeled 'A' and 'B'. Traditional Prepayment Meter: Typically has a key or card for topping up. Manually Topping Up a Smart Meter (Landis+Gyr E470) If your smart meter isn't automatically updated after a top-up, you can manually enter the 20-digit code (UTRN) from your receipt.1. Access the 'Add Credit' Screen: Press button 'A' repeatedly until 'Add credit' appears.2. Enter the Top-Up Code: Press button 'B' to enter the code entry screen. Use button 'A' to scroll through numbers (0-9) for each digit. Press 'B' to confirm each digit and move to the next.3. Confirm the Code: After entering all 20 digits, press and hold 'B' to submit. If successful, your meter will display a confirmation message. Note: If you receive an error message, double-check the code and re-enter it. After five incorrect attempts, the meter will lock you out for an hour. Manually Topping Up a Traditional Prepayment Meter For those with a traditional meter:1. Obtain a new Top-Up Card: If you don't have one, contact British Gas to request a card.2. Add Credit to Your Card: Visit a Local Payzone or Post Office with your card to add funds.3. Transfer Credit to Your Meter: Insert the topped-up card into your meter. The meter should automatically update with the new credit. Note: If the credit doesn't transfer, remove and reinsert the card. Persistent issues may require contacting British Gas customer support. Activating Emergency Credit If you're unable to top up and your credit is running low, you can activate £10 of emergency credit:1. On a Smart Meter: Press 'A' to access the menu. Navigate to 'Emergency Credit' and press 'B' to activate.2. On a Traditional Meter: Insert your key or card into the meter. Follow the on-screen prompts to accept emergency credit. Remember: Emergency credit must be repaid on your next top-up, along with any standing charges accrued. Conclusion Knowing how to manually top up your British Gas electric meter ensures you're never left in the dark. Whether you're entering a code into a smart meter or topping up a traditional meter, these steps will help keep your home powered. If you encounter any issues, don't hesitate to contact British Gas customer support for assistance. Ofgem has announced that the energy price cap will fall on 1st July. Lock in a fixed tariff that's already cheaper than the new cap - and if we launch a better deal later, you can switch to it for free. Already with us? Access your online account to fix your prices. With 6,500 expert engineers nationwide and helpful advisers available 7 days a week, we're always here to keep your home running. Why choose us? Trusted by 9 million customers to take care of things you know you can count on us. We're helping the UK hit zero carbon emissions by 2050. We're not just doing our best for you, but our planet too. We launched a £140m support fund to help customers we'll be there when you need us. We've been around for over 200 years Nobody knows the ins and outs of homes like we do. When you choose our engineers to get the job done, you can trust it'll be smooth and safe from start to finish. Not to mention that our boiler installers have passed the right CPD assessments, and our electricians are qualified to work on one of our local engineers. Whatever your home or budget, that'll find the right boiler for you. Get your new boiler. We've got Overall Improvement in the Lewisham Energy Awards 2024, and more than 155,000 customers rate us 5 stars on Trustpilot. What we're trying to say is if you switch to us, you'll be in good hands. And we'd love to have you join the millions of people who trust us for their energy. Switch to British Gas Charge your car overnight for much less by pairing our Electric Driver Tariff with Hive EV Charging and SmartCharge.1 With Hive SmartCharge, you can save 4p/kWh every time you charge.2 Combine this with our EV tariff and you could pay the equivalent of just 3.9p/kWh if you plug in overnight from 12am-5am. Think of how soundly you'll sleep counting your savings instead of sheep. Get an EV tariff quote Choose your Hive EV charger, combine it with any of our electricity tariffs and we'll give you FREE charging for a whole year.2 Just launched our new EV tariff savings calculator compares EV charging costs to how much you're currently paying for your electricity per charge and annually. It also compares your estimated EV charging costs with our EV tariff and the cost of charging at public chargers. Try our EV tariff savings calculator Around 40% of the UK's carbon emissions come from our homes - and we want to change that for good. Whatever your budget, we've got lots of ways to cut your home's carbon footprint. From simple swaps to the latest future-ready tech. Go greener with us So join us and start your journey to net zero Book now Shop heat pumps Shop solar panels Shop Hive smart heating Shop EV chargers Book Home Health. Check Shop insulation Based on electricity prices correct as of 01/11/2024. When you plug in your EV for 6 hours or more covering the period of 12am to 5am, you'll qualify for a 4p credit towards your EV tariff night rate of 7.9p/kWh for all electrical consumption. 4p/kWh credit also applies at any other time of day on any other British Gas electricity tariff if you're EV is left plugged in for 6 hours or more. By managing your charger with Hive SmartCharge we'll give you a credit each month with money back directly on your British Gas bill. FreeCharge is only available for customers with a Hive EV Charger and a British Gas Electricity Tariff and Smart Meter. Maximum consumption limits apply. Please read the FreeCharge Terms & Conditions and FAQs on the Hive website. Energy home services provider in the United Kingdom British Gas trading Limited company (subsidiary of Centrica) Industry/Utilities/Predecessor 1812 (as the Gas Light and Coke Company) 1948 (as the area gas boards) 1973 (as the British Gas Corporation) 1986 (as British Gas plc) Founded/February 1997 (as a subsidiary of Centrica)/Headquarters/Staines-upon-Thames, England, United Kingdom[1]Area served/United Kingdom/Key people/Chris O'Shea (Chief Executive, Centrica Consumer)/Matthew Bateman(Managing Director, UK Home)/Products/Gas/Electricity/Bolers and central heating/Plumbing and drains/Renewable energy/Home appliance services/Parent/HM Government (1812-1986)/Centrica (1997-present)/Website/www.britisg.co.uk UK British Gas (trading as Scottish Gas in Scotland)[2][3][4] is an energy and home services provider in the United Kingdom. It is the trading name of British Gas Services Limited and British Gas New Heating Limited, both subsidiaries of Centrica.[5] Serving around ten million homes in the United Kingdom, British Gas was the largest electricity supplier in the country until 2024 when it was overtaken by Octopus Energy.[6] It remains the largest gas supplier. It is considered one of the Big Six dominating the gas and electricity market in the United Kingdom.[7] Further information: Gas Light and Coke Company The Gas Light and Coke Company was the first public utility company in the world. It was founded by Frederick Albert Winsor and incorporated by royal charter on 30 April 1812 under the seal of King George III.[8] It continued to thrive for the next 136 years, expanding into domestic services whilst absorbing many smaller companies including the Aldgate Gas Light and Coke Company (1819), the City of London Gas Light and Coke Company (1870), the Equitable Gas Light Company (1871), the Great Central Gas Consumer's Company (1870), Victoria Dock Gas Company (1871), Western Gas Light Company (1873), Imperial Gas Light and Coke Company (1876), Independent Gas Light and Coke Company (1876), the London Gas Light Company (1883), Richmond Gas Company (1925), Brentford Gas Company (1926), Pinner Gas Company (1930) and Southend-on-Sea and District Gas Company (1932).[9] On 1 May 1948, the GLCC became the major part of the new North Thames Gas Board, one of Britain's twelve regional gas boards.[8] after the passing of the Gas Act 1948 by Clement Attlee's post-war Labour government. Further information: Gas board and Gas Act 1948 In the beginning of the 1900s, the gas market in the United Kingdom was mainly run by county councils and small private firms. At this time the use of a flammable gas (often known as "town gas" or "street gas") piped to houses as a fuel was still being marketed to consumers, by such means as the National Gas Congress and Exhibition in 1913. The gas used in the 19th and early 20th centuries was coal gas, but in the period of 1967-77, British domestic coal gas supplies were replaced by natural gas. Commemorative plaque in Great Peter Street in 1948. Clement Attlee's Labour government reshaped the gas industry, bringing in the Gas Act 1948. The act (on the vesting date of 1 April 1949) nationalised the gas industry in the United Kingdom and 1,062 privately owned and municipal gas companies were merged into twelve area gas boards, each a separate body with its own management structure. The twelve gas boards were: Eastern, East Midlands, Northern, North Eastern, North Thames, North West, Scottish, Southern, South Eastern, South West, Wales, and West Midlands. Each area board was divided into geographical groups or divisions which were often further divided into smaller districts. These boards simply became known as the "gas board", a term still sometimes used when referring to British Gas.[citation needed] In addition, the Gas Act established the Gas Council, its constitution was such that control lay effectively with the area boards. The council consisted of a chairman and deputy chairman, both appointed by the minister, and the chairmen of each of the twelve area boards. The council served as a channel of communication with the minister; undertook labour negotiations; undertook research; and acted as spokesperson for the gas industry generally.[10] The Gas Act 1965 shifted the balance of power to the centre: it put the Gas Council on the same footing as the area boards, with the powers to borrow up to £60 million, to manufacture or acquire gas and to supply gas in bulk to any area board.[11] In May 1968, the Gas Council announced to large new offices at 59 Bryanston Street, Marble Arch, London. In the beginning of the 1970s, the gas industry was again restructured after the Gas Act 1972 was passed. The act merged all the area boards, created the British Gas Corporation and abolished the Gas Council.[12] From its inception, the corporation was responsible for development and maintenance of the supply of gas to Great Britain, in addition to satisfying reasonable demand for gas throughout the country. Its leadership, like that of the area boards, was appointed and supervised by the Secretary of State for Trade and Industry until 1974, when those powers were vested in the newly created position of Secretary of State for the Conservative Government, led by Prime Minister Margaret Thatcher introduced the Gas Act 1986, which led to the privatisation of the company, and on 8 December 1986, its shares floated on the London stock market.[13] To encourage individuals to become shareholders, the offer was intensely advertised with the "If you see Sid...Tell him!" campaign.[14] The privatisation was criticised by Baron Gyr of Contia who said it broke a key part of the Conservative's 1983 manifesto that the party would not simply replace one monopoly with another; at the time, British Gas was the only organisation that could supply gas to anyone in the country.[14] Further information: Centrica A newly designed van of British Gas (2013) In February 1997, eleven years after it had been privatised, British Gas plc demerged to become the entirely separate BG Group and the Gas Sales and Gas Trading, Services and Retail businesses. The Gas Sales and Gas Trading and Services and Retail businesses, together with the gas production business of the North and South Morecambe gas fields, were transferred to Centrica, which continues to own and operate the British Gas retail brand.[15] British Gas acquired Dymo-Rod in October 2004.[16][17] In April 2016, it was announced that 224,000 residential customers had left the company, citing customers coming to the end of their fixed deals and then for the worst firm to be moved to by MoneySavingExpert.com after a 2022 survey.[30] (non-primary source needed) British Gas has actively been involved in sports sponsorship since the early 2000s. This includes a six-year, £15 million deal with British Swimming between 2009 and 2015, encompassing the London 2012 Olympics.[31] From 2006 to 2009, it sponsored the Southern Football League of England.[32] British Gas has also sponsored the show Creature Comforts when it was shown on TV1 in late 2005 The company's extensive television advertising has featured many high-profile individuals, and in the beginning of the 1990s, one advertisement included Cheryl Tweedy as a small child, more than ten years before the beginning of her pop music career.[33] In November 2012, the Information Commissioner's Office publicly listed British Gas as one of a number of companies that it had concerns about due to complaints of unsolicited marketing telephone calls. In response, British Gas said that "We uphold the highest standards when contacting people in their homes, and only use contact information if you have express permission to do so".[34] In July 2014, regulator Ofgem reached an agreement with British Gas for the company to pay £1 million in compensation to hundreds of people, who had been advised to switch from other suppliers to British Gas by British Gas advisers using exaggerated claims.[35] On 20 September 2015, British Gas launched an advert, including their new mascot, Wilbur the Penguin. In 2023 British Gas began a five-year partnership with the British Olympic Association and the British Paralympic Association.[36][37] British Gas is a supplier of both gas and electricity for homes across the country. However the infrastructure (pipes) which delivers the gas to consumers is owned and maintained by other companies. Similarly, the network of towers and cables that distributes their electricity is maintained by distribution network operators (DNOs) which vary from region to region, and not by British Gas. So, as with other electricity suppliers, if there is an electrical power outage, it is necessary to contact the appropriate DNO, rather than British Gas or your other electricity supplier.[38] British Gas has six training centres, called British Gas Academies, in Rotherham, Thatcham, Darford, Leicester, Stockport and Glasgow.[39] Centrica Gas meter "See all our locations in the UK and Republic of Ireland." (PDF). Centrica. 29 June 2015. Archived from the original (PDF) on 1 March 2016. Retrieved 18 February 2016. 3. British Gas Head office, The Causeway, Staines " Scottish Gas raises prices again". 27 July 2006. Retrieved 19 December 2021. " Scottish Gas - Intellectual Property Office". GOV.uk. Archived from the original on 19 December 2021. Retrieved 19 December 2021. 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Retrieved 5 July 2014. " British Gas joins Team GB and ParalympicsGB ahead of Paris 2024". teamgb.com. Retrieved 20 December 2023. " British Gas flips sporting stereotypes with Team GB stars". MarketingBeat. Retrieved 4 December 2024. " The GB electricity distribution network". 18 June 2013. Retrieved 14 July 2014. " Training Centres". London: British Gas. Retrieved 1 April 2025. Brady, Robert A. (1950). Crisis in Britain: Plans and Achievements of the Labour Government. University of California Press. On nationally 1945-1950: p. 132-182 Official web catalogue of the British Gas operational research archives, held at the Modern Records Centre, University of Warwick Retrieved from " British Gas, also known as British Gas Services Limited or British Gas New Heating Limited, is one of the largest U.K. energy and home services companies. Their primary services include supplying gas and electricity, boilers and boiler cover and numerous other home services. Complaints against the company are common, with most people showing dissatisfaction with services like billing, metering, payments, customer service and credit management. Filing a can be frustrating and time-consuming. It proves more challenging to contact customer services through the phone, as your call may be on hold for a long time. The customer representative may also take time before responding to your mail or email, and due to all these challenges, most people are forced to drop their complaints. Fortunately, DoNotPay has created an easy way to file a British Gas complaint and get compensation. Continue reading to learn more about British Gas and how we can help you solve any issues with the company in less than two minutes. How to Make a Complaint to British Gas There are different ways you can make a services. You can call the British Gas Customer services director. There are specific phone numbers for credit meter or prepayment go meter accounts. You should contact the company between 8 am to 9 pm, Monday to Friday and 8 am to 6 pm on Saturday. If you wish to discuss your complaint face-to-face, you can call the above numbers to help identify the company's nearest office. You can shoot an email to let British Gas know of your complaint. You can submit a complaint to British Gas by initiating a live web chat. Their customer service team is available between 8 am to 6 am, Monday to Friday, and 9 am to 5 pm on Saturday. While using the live chat, you will be required to provide your details, including your name, email, phone number, postcode and address. You can write a letter of complaint to British Gas and send it to their Service Customer Relations Department. You can also try to send your concerns through the company's social media channels. British Gas has a dedicated Social Media Complaints Go To team. You can also write a complaint to British Gas if your complaint has not been sorted out within two months, and you cannot agree on a way forward, you can decide to pass your complaint to the Energy Ombudsman or use ADR. File a Complaint Against British Gas Using the Ombudsman The Ombudsman is an independent body that is essential for solving disputes between energy suppliers and their consumers. You are not required to pay any fee while using the Ombudsman service, and their decisions are based on the facts provided by the conflicting parties. You can contact the Ombudsman by calling them on 0330 440 1624 and 0330 440 1600 (textphone). You can also email them at enquiry@ombudsman-services.org. You can write to the Ombudsman and send it to this address: Ombudsman Service: Energy P.O. Box 966, Warrington WA4 9DF Check their factsheet on the official website to learn more about their services and how they can help you. File a Complaint Against British Gas Using Alternative Dispute Resolution (ADR) The ADR offers a way for British Gas consumers to file a complaint against the company without going to court. The primary common forms of ADR include mediation and arbitration. There are well-established and prominent ADR independent parties in regulated sectors, including energy (Utilities and Home Services ADR). You can file a British Gas complaint using the ADR if efforts to resolve your issues were unsuccessful or if it has been two months since you first filed your complaint with the company and you haven't been able to come into a mutual agreement. You can contact Utilities and Home Services ADR on 0203 540 8063. How to File British Gas Complaint With DoNotPay Filing a complaint with British Gas on your own is more likely to consume your time and money. DoNotPay has created the Other Customer Services Issues product that can help you contact British Gas and make demands on your behalf. The product is easy to use. You simply choose the action that best suits your issue and indicate British Gas as the company that you have a complaint with. DoNotPay will create a solid case and file a complaint on your behalf and ensure you get the compensation you deserve. Get Any Customer Service Issue Resolved With DoNotPay DoNotPay can also help you file a complaint with the following companies: Starbucks Chipotle CarShield Virgin Media BBC Royal Mail Tesco Hermes Ofcom What Else Can DoNotPay Do? The product can also help you solve other issues, including Sign up today and let us file a British Gas complaint on your behalf! DoNotPay uses artificial intelligence to help you fight big corporations, protect your privacy, find hidden money, and beat bureaucracy.By signing up or signing in, you are agreeing to DoNotPay's Terms and Conditions and Privacy Policy and for us to send messages to the phone number or email provided. These terms contain an arbitration agreement; please read them carefully. DoNotPay is not a law firm and is not licensed to practice law. DoNotPay provides a platform for consumer rights information and self-help. Things you can do with DoNotPayFight CorporationsBeat BureaucracyFind Hidden MoneyCancel SubscriptionsCancel Your Free Trials