

## FAQ's

### What is a Half hourly meter?

A half-hourly electricity meter is a special type of metering system which utilises an automatic meter reading technology to provide a more accurate electricity reading.

The system relies on a fixed line which sends updated meter reads to the energy supplier every half hour.

### Why is my bill estimated when I have a Half Hourly meter?

There maybe multiple reasons why this happens.

- The sim card may need changing
- Our meter reader may not be able to connect to the meter
- If you contact webchat, they can check this for you and bring it up in the bi weekly meeting they have with the meter reader

### How do I know I've got a Half hourly meter?

Your broker should have informed you at the time of sale if you have a Half Hourly meter or not.

The easiest way to check is on your bill. Next to your S number if the first 2 boxes has 00 written on there, it's a half hourly meter.

**S** 00

### Why does your meter reader come every week to read my meter?

If we can't connect to your meter right away, we do send someone round every week to ensure we can download your data.

This would mean, while we fix your meter eventually, at least your bills will be accurate based on what we download on your meter.

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### I can't provide a meter reading, why?

When you join BG PLUS, your data from your meter starts at 0. Half an hour later your meter provide us with the amount you have used and continues to do this every half hour. We get sent the data from your meter once a month.

### How do I check how much data I have used in a month?

#### Step 1

Click on the meter information tab  
On your online account

## Meter information



> Meter Information

View Meter Information

#### Step 2

Click on your meter  
Click on the date you require  
Click on Horizontal  
Download your data

Meter point

Min read date

Max read date

Orientation



> Download

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### How often do I get my bills?

You should get your bills once a month around the 12-16th of each month depending on when we get your data sent to us

### Its been one month since I joined and not had a bill, why?

Your first bill will be 40 days after you join us.

### What is an Availability charge A.K.A capacity charge?

Capacity charges are for reserved energy. It is charged by the Distribution Network Operator (DNO) for reserving capacity on the electricity network for your business demands. The Capacity charge is measured in KVA, and is also known as the Availability charge

### What's a KVA?

The amount of capacity reserved on the power network for your use at a point in time (Authorised Supply Capacity) is measured in KVA - basically having the privilege of having power saved for you during peak hours

### Who sets my KVA amount?

Your DNO (distribution network operator). It is so important to have a relationship with your DNO to ensure your KVA amount is correct to your usage. If there is a dramatic increase or decrease to your consumption, they need to be notified to ensure your KVA is correct for you

### How do I contact them?

To obtain the DNO's number please use :

<https://www.energynetworks.org/operating-the-networks/whos-my-network-operator>

### Can I pay BACS, Cash, Cheque or have a payment plan?

No, all our contracts are strictly Variable Direct debit only

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### Why have I been charged an excess capacity charge

If you go over your KVA amount, the DNO charges an excess capacity charge. It is so important to build a relationship with your DNO to ensure your KVA value is correct for your consumption

### Can I not have a Half hourly meter and have a normal meter?

There is a belief that eventually all meters will be a half hourly meter, including our homes.

You can remove the half hourly meter, but you would need to contact your DNO to ask them to disconnect your meter fully and add a new line. Once the new line is in any big 6 suppliers can attach a meter to it.

### I want to renew my contract / I wish to bring other half hourly sites to you

If you contact your broker, they'll able to help you with this.  
BG PLUS at present does not do any direct selling

### Do you do gas?

At present, we don't do gas sales.  
I know, its funny that British **Gas** Plus doesn't do gas – but as gas is more complicated than electricity and we're new in the market, we're only doing electricity at present.

### How do I add additional users to my account?

If you can either come on webchat with the users you require or email us on [service@britishgasplus.co.uk](mailto:service@britishgasplus.co.uk) with the email address you require to be added, we'll send link to each user to register

### How do I contact you

Most of your questions can be answered by your broker as they have set you up with us and have access to your account. If you do require us for any reason, please contact us on webchat (<https://customer.britishgasplus.co.uk/#/login>) or email us on [service@britishgasplus.co.uk](mailto:service@britishgasplus.co.uk)