

## Contents

Contents.....	1
Glossary.....	2
<b>Bailiffs</b> .....	<b>3</b>
<b>Billing</b> .....	<b>3</b>
<b>Boiler service</b> .....	<b>4</b>
<b>British Gas -v- Powergen</b> .....	<b>4</b>
<b>BSkyB offer</b> .....	<b>5</b>
<b>Charges</b> .....	<b>6</b>
<b>Click Energy 4</b> .....	<b>6</b>
<b>Climate Change Summit</b> .....	<b>7</b>
<b>Debt collection</b> .....	<b>7</b>
<b>Customer satisfaction</b> .....	<b>7</b>
<b>Complaints</b> .....	<b>8</b>
<b>Electricity supplies</b> .....	<b>8</b>
<b>Facebook - Employees - How to complain</b> .....	<b>9</b>
<b>False debt collection</b> .....	<b>10</b>
<b>Final bill</b> .....	<b>11</b>
<b>Google - UK carbon footprint project</b> .....	<b>11</b>
<b>Green energy</b> .....	<b>12</b>
<b>Green Streets</b> .....	<b>12</b>
<b>Homecare review</b> .....	<b>12</b>
<b>Homeserve</b> .....	<b>13</b>
<b>Incorrect billing</b> .....	<b>13</b>
<b>Installation - bad service</b> .....	<b>14</b>
<b>Job Interview</b> .....	<b>14</b>
<b>Julian Mears</b> .....	<b>14</b>
<b>Lack of bill</b> .....	<b>14</b>
<b>Lack of parts</b> .....	<b>15</b>
<b>No show engineer</b> .....	<b>16</b>
<b>Online billing</b> .....	<b>19</b>
<b>Paperless billing</b> .....	<b>19</b>
<b>PDF formats</b> .....	<b>20</b>
<b>Prepayment meter league table</b> .....	<b>20</b>
<b>Price fixing</b> .....	<b>21</b>
<b>Quidco cashback</b> .....	<b>21</b>
<b>Reasonable quote?</b> .....	<b>21</b>
<b>Recommendation?</b> .....	<b>22</b>
<b>Reduced energy bills</b> .....	<b>22</b>
<b>REECH</b> .....	<b>23</b>
<b>Review</b> .....	<b>23</b>
<b>Rubbish tax</b> .....	<b>24</b>
<b>Salesman</b> .....	<b>25</b>
<b>Silent calls</b> .....	<b>25</b>
<b>Staff posting</b> .....	<b>27</b>
<b>Switchwithwhich.co.uk</b> .....	<b>27</b>
<b>Zero carbon tarriff</b> .....	<b>28</b>

## Format of this report:

The diagram illustrates the format of a report with several callouts pointing to specific elements:

- How many times UKNetMonitor has clipped this site for Sky:** Points to the text "No. of times Sky has been mentioned by this site: 8".
- Thumbnail of site:** Points to a small image of the HDTV UK website.
- Verbatim clipped extract from site, including typographic errors. May include offensive language:** Points to the main text of the clipping.
- Clickable hyperlink, abbreviated if long:** Points to the URL [http://www.hdtvuk.tv/2006/09/sky\\_updates\\_sky.html](http://www.hdtvuk.tv/2006/09/sky_updates_sky.html).
- The context of the clipping:** Points to the summary text below the clipping.

**SKY DIGITAL**  
No. of times Sky has been mentioned by this site: 8

**HD Software update**  
Sky have rolled out some new software for their Sky HD which claims to fix bugs, stability issues, the EPG, and fast-forward/rewind functionality, as reported by subscribers.  
[http://www.hdtvuk.tv/2006/09/sky\\_updates\\_sky.html](http://www.hdtvuk.tv/2006/09/sky_updates_sky.html)

*The HDTVuk.tv site has a traffic rank of 137,250, has 62,093 back links, and a Page Rank of 6/10 which suggests an above average presence, and is likely to be one that many go to for advice, opinion and information as long as there remains uncertainty about the technology. As clipped last week, subscribers are reporting an improvement in performance, although one says that "now my auto switching aspect mode no longer works"*

## Glossary

Blog	Short for Web Log. An online diary/journal
Wiki	A web page of site that can be freely edited by anyone.
URL	Uniform Resource Location, effectively the address of a website
Back link	Also known as an inbound link. The number of other websites linking to the one you are looking at - a measure of authority
Inbound links	Also known as a back link. The number of other websites linking to the one you are looking at - a measure of authority
Domain	The main part of a web address, ie the site itself.
News feed	Not necessarily about current affairs, but software that automatically takes information and puts it on your web site/in-box
RSS or RSS feeds	Short for "Really Simple Syndication", what goes into a news feed and comes out on your website.

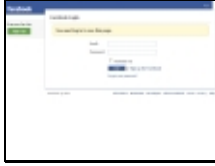
**Traffic rank** is based on three months of aggregated historical traffic data from millions of Alexa Toolbar users and is a combined measure of page views and users (reach). Alexa is a popular search engine which collects data on use.

**Reach** measures the number of users. Reach is typically expressed as the percentage of all Internet users who visit a given site. So, for example, if a site like yahoo.com has a reach of 28%, this means that if you took random samples of one million Internet users, you would on average find that 280,000 of them visit yahoo.com. Alexa expresses reach as number of users per million.

**Page views** measure the number of pages viewed by Alexa Toolbar users. The page views per user numbers are the average numbers of unique pages viewed per user per day. Page views per million indicates what fraction of all the page views by toolbar users go to a particular site. For example, if yahoo.com has 70,000 page views per million, this means that 7% of all page views go to yahoo.com.

**PageRank** is a numeric value that represents how important a page is on the web. Google figures that when one page links to another page, it is effectively casting a vote for the other page. The more votes that are cast for a page, the more important the page must be. Page Rank is score out of 10, 10 being the best.

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 3



## Bailiffs

Anybody here had the bailiffs come round to your house?  
Change your meter?  
Change your locks while you were out so your wife and baby were locked  
out in the cold?  
Thanks to BG???

Even though they WEREN'T your supplier...  
What a bunch of monkeys.

<http://www.facebook.com/group.php?gid=2349682383>

*Context: Further comments on this page of the "British Gas are Crap" Face Book site which has 86 members include: "british gas. You now have all your money, stop sending me letters and don't ask me to come back. you are totally shit now f\*\*k off and leave me alone. Thankyou"*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 7



## Billing

Yes, they are truly rubbish. I haven't had an electricity bill in two years. I spent months calling them about it and in the end asked them to stop my direct debit thinking it might concentrate their minds. They stopped the DD then did nothing, so I've been getting 'free' electricity. This is great until I get a bill for thousands when I move, but I daresay they'll !!!! that up as well. I can't face calling them again; am I wrong to give up?

Tubster

<http://forums.moneysavingexpert.com/showthread.html?t=549426>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Other comments include:*

- *"WE've had massive problems with BG since moving into a new house in June. The house has a pre payment meter and they wouldn't set up an account in our name - there was a problem with the account. We were told to buy a new gas card and use that problem was the meter was taking debt repayments at a rate of £7 a night. We had so many frustrating conversations with BG agents and it was only resolved when I went to EnergyWatch and they referred me to a complaints team at BG. We were 'lucky' we could afford the payments to the meter. We've just had a refund of £500 (yes, that was how much we'd overpaid between 20 June and 15 September)."*
- *"be worth doing that and copying it to Energywatch. In my experience, middle managers run like crazy to hide things from their MD about how shabby their depts are!!!"*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Boiler service

We thought we'd take advantage of the British Gas service whereby you effectively pay a one off charge and you (apparently) get a British Gas engineer to come and look at your boiler.

I say apparently..... We initially had a booking for last Friday, 6 pm came and went so we called and they said they had a record of our call but no booking. After pointing out why would they have a record of a call if we hadn't gone through a certain stage to ask for the booking. Anyway - as way of an apology they offered us £10 to say sorry for having to take a day off work and stop in, and also a 2 hour slot for our re-booked time which was between 2 and 4pm today.

Well it's now 5:40pm and having called them, guess what - the appointment is apparently unscheduled? Now given a manager called back to apologise for the first booking going astray is it a case of all British Gas personnel being unable to actual put a booking into the system?

At this rate they will be paying me to come and service the boiler (if they do ever come!)

<http://www.toryradio.com/node/3231>

*Context: Tory Radio first started in 2005 and was founded by Jonathan Sheppard who felt the grassroots of the Conservative Party needed to hear the voices of the people running and leading the party and acting on its behalf. Ranked 3/10 by Google*

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 2



## British Gas -v- Powergen

I'm with BG at the moment but thinking to "switch over". Any ideas about rates and prices? Please dont tell me to go to uswitch!! If anyone know what are the current rates for both (£ per Kwatt) Many thanks

<http://uk.answers.yahoo.com/question/index?qid=20071109064113AADr0CD>

*Context: A site where people can post questions to answer. A significant presence on the web, and a major information resource. Replies include:*

- *"The problem is with all of these power companies, they all tell you if you go with them they are cheaper than all the others, I have been with BG in the past and I am now with Powergen, they said I would notice about £60 difference a year, there was no difference at all I am paying the same now as I was with BG, so it doesn't matter who you go with you will probably pay about the same."*

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 2



## BSkyB offer

Last week, I missed a telephone call, while I was out. The caller display showed an 0845 number. Out of curiosity, I dialled the number and a recorded message said "You have been called today by British Gas on a non urgent matter. We will contact you again in a couple of days" Well, today the phone rang and the same number appeared on the caller display, and to my surprise the chap said he was calling from Sky Television, and asked if I was interested in changing my Gas & Electricity over to Sky? I had to disappoint him twice. First, I told him that I was happy with my current supplier and on the final point I reminded him that he worked for British Gas and NOT Sky Television!

<http://www.digitalspy.co.uk/forums/showthread.php?t=664910>

*Context: Digital Spy is the UK's leading media and entertainment website, having grown over seven years to 46 million monthly impressions and a monthly audience reach of over 1.5 million unique users (DART). Other comments include: "I've just this minute had a phone call, Emma fom Sky TV, wanting to give me details of exciting offers due to a partnership with British Gas.*

*The nbr was 0845 0700827. It too says "you were called today on a non-urgent matter by British Gas".*

*I kicked myself because that exactly the way she introduced it - "Hello, this is Emma from Sky TV, just calling you today with some news [of exciting offers..] as we believe you're an existing Sky customer?".*

*I said yes without thinking.*

*This must be a scam by British Gas. And Sky are giving customer details to them."*

*"I would not touch British Gas with someone else's meter! They must send the staff on training courses on how to be pompous and unhelpful. It can't come naturally or as consistently by accident. I am still having problems from when we moved into our new house and tried to leave them. They don't seem to understand we are NOT the pervious owners."*

*"Me either, especially since one of their dumb indian door to door guys came here, I told him I wasn't interested then he filled the form in and signed it on my behalf anyway.*

*Took a lot of phone calls to get it thourgh to the thick buggers at BG that I didn't want to sign up with them and didn't sign any paperwork. Best thing is, the cheeky git knocked on the door again yesterday, so I took the paperwork off him and ripped it up so he couldn't do it again."*

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 7



## BSkyB offer

I don't know if anyone can make use of the following information (and apologies if it's a duplicate post), but I had a call from Sky (yes, sky the satellite people) at the weekend, saying that they were now able to offer me gas and electricity at a much lower rate than my present supplier. I actually said I wasn't interested, because it just seemed too bizarre for words, but now I'm intrigued.

She told me that it was a short-term deal so I had to be quick. Then she started asking who my present supplier was - It was at this point that I said 'no', I didn't fancy giving her the opportunity to swap my supplier on the QT - as happened in the SWALEC debacle.

<http://forums.moneysavingexpert.com/showthread.html?t=590396>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Comments include: "They appear to have struck some kind of deal with British Gas. So it's just British Gas' services, rebranded."*

*"Yep, there has been another thread in the last couple of weeks where the poster asked who was the actual Supplier and they said it would be Bgas."*

*So, I guess as a Sky customer you may be able to get a further sign up discount of some sort? Otherwise, there would be no bonus in doing this, I guess Bgas have a bonus by being able to target another database of customers."*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 2



## Charges

£50 for an unannounced "debt visit" where there is a query? £14 for a standardised red "telemessage" letter via TNT?

Customer services who do not do anything?

<http://uk.answers.yahoo.com/question/index?qid=20071109110341AAYmL6o>

*Context: A site where people can post questions to answer. A significant presence on the web, and a major information resource. Replies include:*

- "Yep. Just about the only thing they are world class at is cr@p customer service - and they're very expensive. When I moved home, British Gas were the supplier of gas and electricity. I changed straight away."*
- "I cannot go into detail without giving myself away to BG but yes I agree they are rip-off merchants and arrogant bully boys."*

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 1



## Click Energy 4

Great news! I have just signed up to the British Gas 'Click Energy 4' tariff. This saves me 3.236p per kw for the first 225kw used per month and 1.709p per kw after. That should help a bit.

<http://forum.koimag.co.uk/tm.asp?m=165037>

*Context: The discussion forum of Britain's best guide to keeping Koi. Ranked just outside top 1.5 million sites worldwide. One comment: "I changed suppliers from british gas and was told I was £260 in credit but when I asked them for it I was told it was a error. they was on watchdog the other night for the very same thing wa++++s "*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Climate Change Summit

AXA Insurance and The British Retail Consortium join Tesco, Procter & Gamble, British Gas and BT to debate climate change strategies at a London summit. AXA Insurance and The British Retail Consortium have recently joined the executive level cast of speakers from ASDA, ABN AMRO, Cadbury Schweppes, the Co-operative Group and Walkers that will gather at the Climate Change Summit 2008, on the 12<sup>th</sup>-13<sup>th</sup> of February, in London.

<http://www.ethicalcorp.com/content.asp?ContentID=5520>

*Context: The Ethical Corporation is a well respected and influential activist website, which is actively engaged in the debate about corporate responsibility. Traffic Rank is 297,530. It enjoys more than 31,000 inbound links giving it a high degree of influence*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Debt collection

I hate british gas and all who work there and I see I'm not alone. They have an obsession with threatening court action on me, despite my willingness to pay for power I have actually used. I have just paid a bill to stop them writing to me ever again. Though they havent provided any information on how they actually calculated it, and they can't provide an invoice of payments received, apparently.

I just cannot afford to waste any more of my life dealing with demotivated morons on the telephone who assure you that everything is sorted; only to get another dumbass letter a month later proving no one on the staff can carry out the simplest of tasks any longer. I must have wasted about 20 hours on the telephone plus the time composing letters and trying to fathom their billing system.

I am thinking a wax doll is appropriate. I'm sure I'd find it therapuetic, maybe soak it in lighter gas...

[http://www.clik2complaints.co.uk/modules/newbb/viewtopic.php?forum=16&post\\_id=5652](http://www.clik2complaints.co.uk/modules/newbb/viewtopic.php?forum=16&post_id=5652)

*Context: Giving voice to your complaint in the public domain*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Customer satisfaction

British Gas (BG) has been voted the worst energy supplier for customer service by two separate surveys in the last week.

Not only did the UK's largest provider rack up its third consecutive wooden spoon in the uSwitch customer satisfaction survey, but watchdog Energywatch found the number of complaints from disgruntled customers had actually quadrupled in the last two years.

Conversely, Scottish and Southern Energy (SSE) has emerged smelling of roses, topping both surveys and boasting that its customers are seven times less likely to have a problem than its rival.

<http://everinvestor.blogspot.com/2007/11/cost-of-good-customer-service-just-1.html>

*Context: A blog on personal finance issues.*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Complaints

Complaints to British Gas from it's customers have more than doubled since last year, the BBC reports. The firm - one of the UK's largest energy companies, had over 12,000 complaints during March 2007, and received more complaints than all other gas providers combined. British Gas have blamed the problem on migration to a new billing system combined with not enough resources to handle the problem's that arose from that.

<http://plumbkwik.co.uk/blog/2007/11/09/major-complaints/>

*Context: Kwik Fix plumbers provide a professional plumbing service throughout Cumbria. PageRank: 2/10 Alexa Rank: 304,331*

---

Clip ref:  
No of BG mentions by  
this site: 1



## Complaints

No supprises here as BT beats Virgin Media and British Gas to worst spot for complaints during the month of October 2007. Expect the same results for coming months as well.

<http://www.btcomplaint.com/2007/11/bt-heads-list-of-most-complaints-during.html>

*Context: This is a blog set up for complaints against British Telecom Currently unranked with no inbound links.*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Customer service

Thank goodness for the reviews on this site. I have been phoned by British Gas and told I could save £150 per annum if I switched my dual fuel to them. I was thinking about this, although I have recently switched to Scottish Power. No way will I proceed now!!!! When will these companies start to treat consumers with a decent level of customer service?

<http://www.moneysupermarket.com/community/forums/t/british-gas-13504.aspx>

*Context: moneysupermarket.com discussion forum Comments include:*

- "People don't come on here to give positive reviews! If you look you'll see all the major suppliers getting slated. BG will have the most complaints cos they're the biggest!"
  - I'm with them and they are good. I was with Npower and Powergen and they were dreadful. And Scottish Power? Don't get me started on what they did to my 82 year old Grandma. So it's not all rosy!"
- 

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Electricity supplies

Unusually, I was home early tonight. I got a knock on my door so I went and opened.

Hello, I am from British Gas, can I ask you a few questions?

Yes, sure.

Can I ask you why you cancelled your electricity contract with British Gas? I never had electricity through British Gas, I only buy gas from you.

Ah... So you never had electricity supplied by us? And you would not be interested in buying electricity from us, in addition to gas?

No.

Why not? We have good prices, you could save a lot of money.

I am happy with my current supplier.

Ah... OK, thank you, good night!

So now British Gas know that I only buy gas and not electricity from them. That's progress. It's only taken them 6 years to realise.

[http://brunogirin.blogspot.com/2007\\_10\\_01\\_archive.html](http://brunogirin.blogspot.com/2007_10_01_archive.html)

*Context: High ranking personal blog.*

---



Clip ref:  
PEOPLE ISSUES  
No of BG mentions by  
this site: 3



## Facebook - Employees - How to complain

Sophie, you're in the wrong job. It's a hated brand not just by consumers, but by the employees as well (just take a look at the posts here).

Go find a company that appreciates and rewards accountability demonstrated by people like yourself.

*"While British Gas complaints have more than doubled, most other suppliers have at least halved their complaints on a year-by-year basis."* BBC

<http://news.bbc.co.uk/1/hi/business/6573929.stm>

It'll take more than one employee saying "we care" to make a difference.

<http://www.facebook.com/topic.php?uid=2383427820&topic=3339>

*Context: Facebook group for British Gas employees with 570 members.*

*Further comments include:*

- *"Bg "thinks" it has more customers than everyone else as it insists on charging people who are not even with them.*
  - *Having more customers isnt an excuse for shittier than shite service. Bg isnt the only big company in the world with lots of customers, yet they continue to treat people badly and the stats for service are getting worse, not better."*
-

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 7



## False debt collection

I really hope someone can help us. We have been disputing a £750 gas bill with them for the last 2 years. In a nutshell, my DH lived in a flat in Windsor on his own while I was working away for 6 months. There had been problems with the gas bills when we moved in as there was a problem with the gas meter identification with the flat upstairs.

Fast forward 6 months to when he moved out. We received this bill and DH instantly disputed the amount as it was an unreasonable bill for 6 months in a 1 bedroom flat with only a gas stove.

We sent Bgas things like the tenancy agreements to prove where we lived. Finally they agreed that we only had to pay £150. Which we did. We have an email to confirm this amount. A few months later, we were contacted by central recoveries again, asking for the full £750 again. We spoke to a number of people in Bgas and they again confirmed we didn't owe anything, but refused to send us a letter confirming it.

In the last 6 months, we were contacted by a new debt collection agency again asking for the full amount again. We forwarded them all of the information and they investigated it. After a few months of investigating, they came back to us today and said that our dispute has not been upheld and that we must pay full amount.

I honestly don't understand and don't know what to do. I don't understand how we can be told one month it's resolved (and have an email to confirm that) and then a few months later to be told we owe the full amount.

I find this whole situation hugely distressing. I am off on maternity leave at the moment and money is very tight. I keep having panic attacks about it. The collection agency said they were going to send bailiffs. What can we do to stop this from happening? Are we going to have to pay this money back? Who can we go to?

<http://forums.moneysavingexpert.com/showthread.html?t=593614>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Comments include:*

- *"I used to work for British Gas (nightmare hehe). Just thought I'd offer some reassurance and some advice. I have seen countless cases like this, the main problem is that BG's computer systems are a nightmare and because there are so many departments doing different bits of each job, it's hard to update things and close off debts etc.*
- *I'd advise you not to bother calling, as you rarely get anywhere and constantly regurgitating what happened will stress you out. As soon as Energywatch become involved BG gets very scared because it costs them money, and will go against them in the popularity stakes (BG has the worst record of all the suppliers) so they will try and resolve the issue straightaway. I also suggest writing a complaint letter, stating the stress of the situation and demanding explanation and compensation. See how long you get a reply (or IF you do, BG are terrible at written correspondence) and if you don't/its after 1 month, then present that as evidence to Energywatch as well."*
- *"Hi there I actually work for British Gas and would advise this:*
- *Every call made by agents are recorded both inbound and outbound.*
- *Advise that you have gone to energy watch and write to Phil Bentley the MD. All MD complaints go to the HLC department and there timescale for resolution is 28 days maximum.*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 7



## Final bill

I'm really really annoyed with British Gas. I've changed suppliers, and am waiting for a final bill from BG . Today I got a letter saying I haven't payed £ xx.xx for electricity used. We never received a bill, the last one which we payed was for £xxx.xx back from August. So I phoned BG at 4pm today to find out what the money owed was. I was told that it was a final electricity bill, I said to the lady the when we receive a copy of the bill in the next few days I will pay it, I need a copy of the bill so we know the meter readings are correct and I know what we are paying for, the lady said that was ok. I was ok with BG after this call 10 /10 for their customer services.

9pm came and the phone rang A call from collections who was rather rude to my wife when she answered the phone, she had to pass the phone to me. The fellow started off with me quite abrupt saying he was phoning regarding the money owed, I pointed out to him I had already spoken to someone a few hours earlier, and he should read the notes on the account which he then did, but then went on threatening that we should pay the bill or company policy dictates the outstanding amount will be passed on to a debt collection agency with costs incurred.

The collections fellow couldn't care less what I said to him or what I had said to the lovely lady earlier. Don't the BG departments work together?

<http://forums.moneysavingexpert.com/showthread.html?t=588740>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Further comments: "Well, I've sent an e-mail to British gas complaining, my wife got a phone call yesterday while I was out from a BG manager, who couldn't say sorry enough. Energywatch will be my next port of call if anything else happens.*

*I must say my new energy suppliers so far are FAB, clear and easy to understand bills and when you contact them, everything is explained and any problems have been sorted out strait away."*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Google - UK carbon footprint project

Google has launched the UK Carbon Footprint Project to help people in the UK to calculate, track and compare our carbon footprints with others living in the UK in 3 steps....

Step 3: Now you get to be brave (or brag a little) by adding your footprint to Google UK Carbon Footprint Map. The map can also be used to find resources and facts about the UK's carbon emissions and climate change by comparing your footprint to others, and also looking at the availability of recycling facilities, various power sources (including renewables), local authority carbon emissions and recycling rates, building heat maps and energy rated locations from British Gas, and snapshots of climate change by Sky.

<http://ecostreet.com/blog/sustainable-lifestyle/2007/11/02/googles-latest-green-offering-the-uk-carbon-footprint-project/>

*Context: Blog run by Nikki Algar. Linked to the ecolocal website. Raising Green Consciousness with about 100 registered users. Online since 2002. Limited presence on the web*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Green energy

Sorting out how to switch to green power in the UK is actually easy as some of the biggest suppliers have zero CO2 emission energy. In Canada it's a little trickier but not much.

This is such an obvious way to reduce CO2 emissions it's hard to believe more people aren't doing it. I read in the newspaper in London that British Gas and Electricity had created a 100% green energy option but had only had a few hundred customers sign up this year. I scratched my head and wondered how much they'd publicised this option. Probably very little  
<http://effortlessenvironmentalism.blogspot.com/2007/11/switch-to-green-power-biggest-step-you.html>

*Context: A London based environmental blog est 10/07*

---

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Green Streets

Where required, the British Gas 'green energy expert' will advise on the installation of a range of energy efficient products which will be provided free of charge.

The Green Streets, in Manchester, Leeds, London, Birmingham, Edinburgh, Cardiff, Plymouth and Southampton - will compete on how much energy they can save in a year with the winners being given £50,000 to spend on energy saving equipment for their local community. To coincide with the launch British Gas also revealed an energy saving league table - Hull topped the league while London came out as the least green city.

<http://www.worldofrenewables.com/index.php?do=viewarticle&artid=800>

*Context: Official website of the World renewable energy association.*

*Ranked 373,550 worldwide*

---

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 2



## Homecare review

I'm about to cancel my Homecare contract after finally giving up the ghost. After several unhappy experiences with the Homecare 400 scheme I 'downgraded' to the 200 2 months ago. When asked why I was cancelling the plumbing & electrical cover I explained that it was because of the appalling service and that I was only remaining with the the scheme for central heating cover until I found a suitable alternative. Sure enough, 3 weeks ago my upstairs radiators stopped working and I called them out. Engineer turned up but didn't have the necessary valves to complete the job (call out for faulty radiators- who could have expected that he might have needed to bring parts with him). The job was rearranged for last Thursday between 4-6pm, I took a half day off work to be at home for the engineer, I then took a call at 3.55pm to say he wasn't coming (no explanation). Currently waiting in (another day off work) for the rearranged appointment- who knows if he'll turn up.

<http://www.dooyoo.co.uk/home-insurance/british-gas-homecare/1065273/>

*Context: DooYoo is a website enabling consumers to make better buying decisions. DooYoo offers the full range of information consumers need to find products and services, to read in-depth information about them, to compare them with each other.*

---

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 1



## Homeserve

Well my boiler broke down last week and I freaked, then I remembered I am paying British Gas for this Homeserve thingy...What a waste of money my hubbie said when I took it out..

THREE new parts needed on the boiler, all done and thoroughly cleaned as well and the top it all off they were here within two hours of my phone call.

Now thats service...and hubbie now thinks its wonderful !

<http://www.sheffieldforum.co.uk/showthread.php?t=270935>

*Context: Forum for discussing all things Sheffield, including local news, sports, history and more. Alexa Rank: 49,546*

---

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 1



## Homeserve

I've got the British Gas central heating cover & wouldnt be without it to be honest, only costs £15 but well worth it. Called them out at least once a year in the past 5 yrs since buying my house, normally just because it wont fire up properly after the summer & needs cleaning, but i've had a few new parts out of them for broken bits. A bit late now but suggest you get this sort of cover!

<http://www.audi-sport.net/vb/showthread.php?t=46951>

*Context: Discussion forum for Audi owners.*

*PageRank: 4/10 Alexa Rank: 356,855*

*Overall Incoming Links: 50,537*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Incorrect billing

This company is beyond a joke. They decided to charge me for gas used in 2005/06 (but not billed for) at March 2007 prices, I said. err no way as its twice the price now.

Cut a massive fight short I got it vaguely sorted. Needless to say I ditched such an useless company when the grief started at the start of the year, but they still think I'm a customer and are trying to charge me for gas used in July. Arghhh! I HATE the way they NEVER call you back, despite the promises.

Tip: Be wary of them as they try and sort serious disputes by phone, so you have no record of what's said. And, once you sort a dispute, they say they will immediately destroy the record of complaint, so should it ultimately STILL not be sorted out (as in my case) its a 'we told you we were destroying the record' type response. A 'well that's your continued muppetry' type response is pointless...

<http://bbs.scooby.net/non-scooby-related-4/647390-british-gas-useless.html>

*Context: A website devoted to Subaru fanatics. Another comment: "We were with them for about a year, NEVER AGAIN. My account was supposed to be dual fuel, single bill, paperless billing, bill amount only taken DD quarterly. We got separate bills, one paper, one email, so no discount for a dual account and no discount for paperless. They failed to set up the DD and so we missed that discount too. We set it up at the time when you could freeze the price, which they forgot to do and then couldn't honour after their mahoosive price rises. Our first estimated quarterly bill was almost twice the annual amount from the previous supplier, and it took them 7 weeks to supply a new bill from my reading, during which they threatened me with legal action for non-payment. The most inept bunch of imbeciles I've ever had the misfortune to deal with. Their call centres may be in the UK, but the people in them are idiots."*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### Installation - bad service

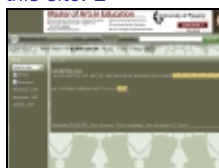
Yep. Over 3 weeks later and British Gas 'Emergency Installation Service' continues to leave me cold! I won't bore you with the details of the incompetence of British Gas (that's what work colleagues are for!) but in summary I won't have heat until Friday at the earliest.

<http://thingssoolikes.blogspot.com/2007/11/its-still-cold-in-here.html>

*Context: The blog of a knitting fanatic.*

---

Clip ref:  
PEOPLE ISSUES  
No of BG mentions by  
this site: 1



### Job Interview

BLOODY BRITISH GAS. KEPT ME WAITING FOR MY INTERVIW FOR 3 HOURS!

<http://southampton1985.spaces.live.com/Blog/cns!6C78D845DB2DE820!2067.entry>

*Context: The blog of yujie wei; DOB December 2, 1985*

---

Clip ref:  
PEOPLE ISSUES  
No of BG mentions by  
this site: 1



### Julian Mears

Energy giant Centrica has snatched ex-Britvic head of media Julian Mears just three months after his high-profile switch to agency Freud Communications

<http://www.prweek.com/uk/login/required/767104>

*Context: The online home for PRWeek, the public relations industry magazine providing news, features, and analysis. The site has an above average presence on the web.*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### Lack of bill

I opened my business and moved into my offices in Inverness early 2005. British Gas didn't bother sending me a bill for a whole 2 YEARS.

This was even after many phone calls from me, and members of my staff asking for a bill.

Finally the bill came last December for over £4,000 - it came not with an apology, but a legal threat that unless the bill was paid IN FULL in 10 days I would be taken to court!!

I've since changed my gas suppliers

[http://www.blogger.com/db4/company\\_id/99/companyname/British-Gas.html](http://www.blogger.com/db4/company_id/99/companyname/British-Gas.html)

*Context: Blogger.com is designed to allow the general public to leave comments on companies and individuals who they have used. You can then use this site to check companies out before you use them.*

*PageRank: 5/10 Alexa Rank: 131,494*

*Incoming Links: 21,808*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### Lack of parts

You'll recall the fun and games we've had with these people in the past. We have now moved to another company to supply our gas and finally, we naively thought, we were free of their lethargic incompetence. Any firm that calls you up to try and persuade you to stay with them as a supplier and manages to get your name wrong for the entirety of the conversation does not deserve to survive. Sadly, it appears that our land-lord has a deal with British Gas to service the boiler in our flat...

Just in case we forget, British Gas only made half a billion pounds in profit for the first six months of this year (£533m to be precise). Apparently this is nowhere near enough to maintain an inventory of boiler parts so that mistakes made by their cack-handed employees can be remedied quickly.

<http://renaissancemonkey.blogspot.com/2007/11/british-gas-must-die.html>

*Context: Well ranked London based personal blog.*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 3



### Lack of parts

I took out a service contract with BG when the warranty expired on my heating system. £20 per month for peace of mind knowing that should the worst happen I would be covered and an engineer would come out and fix the fault at no extra cost. Unless you have a Vokera combi boiler of course which they don't keep many parts for and the delivery time is 7-10 days. Maybe so but you have to get the incompetent half-wits (no offence to half-wits) in the parts dept to actually order the correct parts. The call centres seem to be manned by disinterested obstructive monkeys (apologies to primates) whose sole purpose seems to be to wind you up or lie to you or if you're really lucky do both. Their engineers on the other hand are polite, considerate, helpful and honest and they have my sympathy for having to try to sort out the shambolic mess caused by the other departments. And if you want to complain you have to do it via a P.O.Box No.

No chance of actually speaking to a member of staff.

<http://www.facebook.com/group.php?gid=2248306206>

*Context: From the "We hate British Gas! And their rubbish customer service!" Facebook group which has 187 members/ Further comments: "I hate British Gas, as they have fucked me around so much. I have just joined British Gas employees group and I fiddled around with the British Gas logo so that it said shitish gas, pasted it into the photos and left the group!"*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### Lack of parts

Haha British Gas can't come to fix our boiler today cos they haven't got the parts.

<http://my-name-is-anna.livejournal.com/412440.html>

*Context: Well ranked personal blog.*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### Lack of parts

Well British Gas let us down with the washing machine repair, firstly they turned up with no part, even though they knew which part it was. He rescheduled for Thursday, and guess what never turned up because he forgot to order the part. So he is due back Monday 12<sup>th</sup>, so we will see what happens!

<http://stratplayer.blogspot.com/2007/11/whats-been-happening.html>

*Context: The personal blog of a male based in Bristol.*

---

Clip ref:  
No of BG mentions by  
this site: 2



### No show engineer

Update. Never, ever EVER deal with British Gas.

Having wasted almost an entire day waiting for this service-or-repair, I discovered that the useless s\*\*\*s had left a message on the phone I rang them from originally, despite on at least three occasions giving them my mobile number as my 'best contact number'. The message said they weren't coming.

I rang back and, again refusing to acknowledge it was an emergency callout (i.e. a f\*\*\*ing repair), they offered me the end of November. That's one potential customer lost - I was even (stupidly) going to sign up for one of their service contracts.

So, after ringing round, I'm left with a non-BG engineer for Tuesday, making it more than a week without heating.

I should have smelt a rat from the offset (or was that just CO?).

<http://www.diynot.com/forums/viewtopic.php?t=108264&postdays=0&postorder=asc&start=15>

*Context: Are you working on your own DIY project? Share experiences, tips, ideas, and frustrations with others, discuss projects and ask questions.. Highly ranked by Google and just outside top 60,000 sites worldwide.*

---



Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 2



## No show engineer

Over the past few week our boiler has been playing up. We have cover for them to come out and fix the problem. the first time we ring (friday) up the give us an apointment for the sunday, but by 4pm on saturday they were canceling it. eventually they agreed to send someone out on the sunday. Who had then had to come back with a part on the tuesday. By tuesday evening the boiler had blown again but one kind gas man came out. Then last sunday boiler blows agian! This time when I phone the woman said that i was only entitled to someone coming out if i was mentally or physically disabled the next day and one could come out end of the week! When my husband phoned 2 hours later they could come out tuesday. By the time the bloke came out my hubby had managed to get the boiler working! this was short lived as it went out again. so this morning we had enough and phoned them up to get it sorted. this time to come out sunday, but but 4pm they had cancelled.

Anyone else have problems with british gas?

<http://www.digitalspy.co.uk/forums/showthread.php?t=691860>

*Context: Digital Spy is the UK's leading media and entertainment website, having grown over seven years to 46 million monthly impressions and a monthly audience reach of over 1.5 million unique users (DART). Had terrible trouble, also have the service contract and when boiler broke down they thought it was acceptable to leave us without hot water for 10 days, we also had a small baby.*

*Made lots of complaints and got it sorted sooner but was very disappointed.*

*There have been other situations too but won't bore you with every one*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### No show engineer

Have had a disaster with our boiler of late. Broke down on the 24<sup>th</sup> Oct and was meant to be fixed by Homserve. They were beyond incompetent and finally called out British Gas last tuesday. Engineer spotted fault and required a few new parts but apparently all instock. Appt booked for last Friday and no fecker turns, ring them and get a load of tosh about parts. Promised phone backs nothing happens. On Monday they ring me and say they have the part So I have delivered to school and promised appt today from 12 - 6. Ring twice to make sure someone is coming and was told he was on the way. 6 o'clock no show and on the phone. Job was never booked in apologies for inconvenience. Will now come out on Friday between 4- 6. How shat is that? Is there any way of getting back at them. They are a care agreement so cannot even involve the Ombudsman. Anybody work for British Gas and give me some tips. They are awful beyond compare and now making Homeserve look competent and the house is still freezing.

Going to turbo for an hour to warm up

<http://www.tritalk.co.uk/forums/viewtopic.php?t=37761>

*Context: The complete UK triathlon resource. Ranked just outside top 500,000 sites worldwide. One comment: I too have had simlair problems with British Gas. They don't turn up when they say they will - I'm approx £200 in credit (coz I paid Direct Debit but they won't reduce my monthly payments) but they won't give me my money back because they say I "might need a buffer for the winter!" Confused Then you phone up and if you can eventually get hold of someone they say they'll say they'll sort it and then they never do and off it goes again round and round in circles Shocked*

*I reckon they should be called 'British Ass'*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



### No show engineer

(As I write this I'm still waiting for British Gas to send round an engineer. He/she was due to be here between 12 and 6pm today. Am beginning to suspect we've been stood up...)

<http://potty-diaries.blogspot.com/2007/11/back-on-chain-gang.html>

*Context: The personal blog of a mother potty training her children. Well ranked by Google*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## No show technician

Well yes, the soap opera of our sordid love affair with British Gas continues. Although I think I have now been officially dumped. Perhaps I mentioned that their district supervisor called and told me that we HAD to meet with a technician yet one more time to sort out our boiler's problems. Sounds like divorce court.

Over the past 10 weeks we have scheduled four appointments with British Gas with each one being cancelled last minute as in I am sitting and waiting and they cancel the date.

Today I took the entire day off from work and sat on the couch waiting for my British Gas technician to arrive. Now it is 4.45pm on a Friday and he still hasn't called, written or shown up. No flowers, no notes, no emails, nothing. I've been dumped. What's a girl to do on a Friday when her date has blown her off?

You are reading it here first - my affair with British Gas is over. They can call and beg for another date but I'm done. I'm not going to sit around and cry about it. I'm going to take a shower and go out into the world.

<http://thekweskinreport.blogspot.com/2007/10/british-gas-is.html>

*Context: The blog of an American living in London, reasonably ranked by Google.*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Online billing

I had an e-mail from British Gas today telling me that my bill is now ready to view online on their website. We use their paperless billing to reduce the junk that comes through the front door, but last time I went to their website (probably about 3 months ago when I got the previous bill) they'd move to a new 'improved' site:

new, improved?

However, their website now only allows me to see one of my 2 accounts (2 - I thought I only had one as a dual-fuel customer!) So if I want to manage my Gas and Electricity online I have to use 2 separate e-mail addresses. I've phoned them up twice to ask about this and neither time could they tell me when it will be fixed. At least this time they said I could have the paper bills for free until it's sorted. Apparently each of the accounts is related to a unique customer id which is used by the website, so I guess to them I'm 2 separate people, sharing a name, house, and dual-fuel discount. What an odd system!

<http://samespirit.net/ricky/images/britishgas.png>

<http://samespirit.net/ricky/news/347>

*Context: The blog of a Christian living on the South Coast of England with his wife and daughter .*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Paperless billing

This is the best incentive for switching to paperless billing we've seen yet. Brits will receive four CFLs just for switching. Time for North American companies to step it up!

<http://www.greendealsdaily.com/tag/british+gas>

*Context: Green deals daily - good for the pocketbook, good for the planet.*

*Ranked just outside top 1.5 million sites with over 600 inbound links.*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Paperless billing

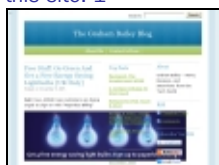
Get 4 free energy saving lightbulbs when you sign up for paperless billing with British Gas. Helps save your electricity bill, reduce the amount of paper they need to use and gives you round the clock access to your British Gas account at the same time.

<http://greenbargainsblog.com/?p=60>

*Context: Bargains & Tips to promote a greener lifestyle*

---

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Paperless billing

Right now, British Gas customers are being urged to sign on with "Paperless Billing" ....

Energy saving, going green, being environmentally friendly - whatever you call it, many people tend to forget that saving energy will save you money, both in the long run as well as the short - it's also great karma.

<http://thegrahambaileyblog.wordpress.com/2007/11/09/free-stuff-go-green-and-get-4-free-energy-saving-lightbulbs-uk-only/>

*Context: A blog that gives you News, Reviews, and Interviews from the Tech World*

---

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## PDF formats

What the fuck is up with all these companies that put their prices in PDFs British Gas

HSBC

I don't want to download a PDF, I just want to see the prices in HTML!!

<http://sagsshah.blogspot.com/2007/11/what-fuck-is-up-with-all-these.html>

*Context: A London based blog est 12/06*

---

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 2



## Prepayment meter league table

Today the National Housing Federation is publishing a league table, based on figures from the consumer watchdog Energywatch, showing that energy giant Npower is the worst offender. It charges up to £110 per year more to its prepayment meter customers than to standard credit customers who pay by cheque.

The table shows that the next three worst offenders after Npower are Powergen, British Gas and SSE.

More than 3 million people nationwide pay for their energy via prepayment meters. The higher charges made to prepayment meter customers have been recognised as a major contributing factor to fuel poverty, where those on low incomes struggle to pay for the gas and electricity they need.

<http://www.epolitix.com/EN/MPWebsites/Alan+Whitehead/64ec32b6-c860-460b-8e40-36d3e6dc941f.htm>

*Context: Well-known to anyone in the Westminster village, the epolitix site is certainly a player, and is used by researchers for politicians and lobbyists alike. When Parliament is sitting it has a respectable, but not spectacular traffic rank of around 150,000.*

---

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 1



### Price fixing

Had this from British Gas, which asks me if I'd like to get into a contract that freezes my tariff. Which if anything like the last one means I pay more for gas and elec as it went down. So this time they can go swing and I'll take my chances with the market, and all that gas from Norway lol. They only offer this crap when they know supply is OK and prices will in fact not go up - tossers Smile

The email - because I'm so loyal, they just me on my own, no-one else, all for me, the director is writing to me personally roflmao.

<http://www.powerswitch.org.uk/forum/viewtopic.php?t=5610>

*Context: The UK's Peak Oil Discussion Forum & Community. Ranked just outside top 350,000 websites. One comment: "A sure sign that they expect lower gas prices. They would NEVER act against their own interests. E-mail is cheap of course, but when they start to send addressed mail through the postal service, you know that they have spent some serious money. They would NEVER spend serious money unless they expected a positive outcome cashwise. The only time to commit to a fixed price is when they stay completely mum."*

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 7



### Quidco cashback

British Gas called me today to inform the change of the Electricity supplier w.e.f from 30 Nov. I was asked questions like if I want paperless billing. Will it invalidate my Quidco cashback? Is it a trick from BG to not to pay Quidco Cashback? Please advise if anyone has faced similar circumstances.

<http://forums.moneysavingexpert.com/showthread.html?t=246842&page=15>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 1



### Reasonable quote?

I had the guy from BG round last night to give me a quote on a new combi boiler and this is the gist of the quote...

Worcester Bosch 28i combi boiler, Wireless programmer, Flue and other fixtures for boiler, Powerflush for cleaning system, Chrome radiator valves for 6 radiators, Cavity wall insulation for house, Loft insulation, removal of old water tanks and fixtures, one year's homecare.

...and now the price...£4218.82!!

...so, expensive or average...oh, and it'll be done before Christmas

<http://www.thedvdforums.co.uk/forums/showthread.php?t=492287>

*Context: Discussion board of The DVD Forums. PageRank: 5/10*

*Alexa Rank: 30,987*

*Just over ,000 inbound links Comments include: "Sounds similar to the quote we had. We got an independent plumber to do it for about £1500."*

*"BG quoted some ridiculous price and even the guy doing the quote said that they get most of their business from elderly people who think that BG is the only option or those who can't be arsed to shop around.*

*I did the same as GregB and got a plumber to do the job for around £1200."*

*"we had B Gas round to do a check recently and asked him about installing boiler - even he said B Gas overpriced"*

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 2



## Recommendation?

Hello,  
I am going to get British Gas to quote me for a new central heating system (I currently only have storage heaters).  
Does anyone know if they are any good? service, installation, price etc.  
<http://www.diynot.com/forums/viewtopic.php?t=109727>

*Context: Are you working on your own DIY project? Share experiences, tips, ideas, and frustrations with others, discuss projects and ask questions.. Highly ranked by Google and just outside top 60,000 sites worldwide. Comments include: "they are generally more expensive than anyone else*

*they are a reliable company and will not run off with your money. Many of their staff are good, but some will be inexperienced. If they make a mistake or do a bad job you can keep on at them until they put it right*

*You can probably get them to give you a couple of years of free service and make them come and mend it free if it goes wrong.*

*Obviously the costs are built into the price they charge."*

*"And bear in mind the subbies get something like a princely £200 for putting the boiler in"*

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 1



## Reduced energy bills

Householders could benefit from reduced energy bills if they agree to run their washing machines, tumble dryers and dishwashers in the middle of the night. The proposal is part of a £6 billion British Gas plan, backed by rival energy companies, to change the way people use their appliances and run their gas meters. The company calculated that if people used their tumble dryers, washing machines and other energy-hungry appliances in the middle of the night, it could save 1,000 megawatts or almost two per cent of the country's total energy usage. This is because, in effect, it takes two power stations simply to cope with the surge at peak times, such as 6pm when people come home from work, turn on the television and oven and put on a load of washing. British Gas and the other companies want to offer consumers a more sophisticated version of Economy Seven, a tariff pioneered in the 1980s that is still popular.....

There are fears that if different companies, British Gas and Powergen, for example, installed meters in the same area, the cost of each sending an engineer to the same street could wipe out any saving to consumers. A British Gas spokesman said: "This is our chance to really revolutionise the metering industry. "If it is done properly, it could give the UK billions of pounds of benefits through cuts in energy use and better customer service."

<http://www.catalyst-commercial.co.uk/blog/latest-news/new-economy-seven-idea/>

*Context: Catalyst Commercial Services Ltd is one of the UK's largest independent business energy brokers. Just inside top 4 million websites.*

*The Telegraph article has also been reproduced at:*

<http://lowercarbonhomes.blogspot.com/2007/11/using-dishwasher-at-night-could-cut.html>

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## REECH

Volunteer Energy Champions in Coventry are supporting an energy advice service specifically developed for people whose first language is not English....

Sarah Jarvie, NEA's Regional Co-ordinator for the West Midlands, who is managing the project said: "This is an ideal opportunity to provide valuable advice for communities that can often struggle to access mainstream home energy information that would help them stay warm this winter and save money on their fuel bills.

"We thank British Gas for their support and will be working hard to promote the Energy Advice Line amongst minority ethnic communities in and around Coventry."

[http://www.politics.co.uk/press-releases/opinion-former-index/energy/nea-hot-line-warm-homes-\\$481009.htm](http://www.politics.co.uk/press-releases/opinion-former-index/energy/nea-hot-line-warm-homes-$481009.htm)

*Context: PageRank: 6/10 Alexa Rank: 286,962*

*the UK's leading specialist politics news website. Each month more than 300 new and original articles are written attracting 350,000 visits from MPs, journalists and politically aware members of the public.*

---

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 2



## Review

I have been with British Gas for over 20 years now, and to date have never had any problems with my gas supply. They offer good customer service and if I have any problems they are there to sort it straight away.

<http://www.reviewcentre.com/review267853.html>

*Context: Review centre is similar to DooYou providing unfiltered consumer reviews and ratings of cars, electrical products and online shops in the UK. It is highly ranked by Alexa at 2,789 and in its field clearly well regarded by consumers.*

---

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 2



## Review

Administratively they have been appalling. If I costed my time and lost interest on the credit balance they have built up, they would be the dearest in the market. some of the problems I have had -

Ignore e-mails

Difficult to contact by phone

Do not return calls when promised

Let credit balance build up but ignore requests to refund it and refuse to pay interest or compensate

<http://www.reviewcentre.com/review264752.html>

*Context: Review centre is similar to DooYou providing unfiltered consumer reviews and ratings of cars, electrical products and online shops in the UK. It is highly ranked by Alexa at 2,789 and in its field clearly well regarded by consumers.*

---

Clip ref:  
CORPORATE ISSUES  
No of BG mentions by  
this site: 2



## Review

i had gas and electricity with BG when i moved in to the house they made a complete mess of the whole thing. I had to set up my electricity account several times as every time i called they didnt know who i was! they left me without electricity for 3 days, without gas for a week and didnt seem to care. an engineer failed to turn up at the appointment, they then told me id hav to wait another week for an engineer! total disaster, untold amount of stress and a huge phonebill from listening to the crapy music on hold waiting for an advisor! in the end i had to call energy watch to get them to sort the whole thing out. hav now switched to a supplier with a 70% customer satisfaction rating and hope i never go through what i went through with British Gas ever again

<http://www.dooyoo.co.uk/utility-services/british-gas/1060732/>

*Context: Dooyoo is a website enabling consumers to make better buying decisions. Dooyoo offers the full range of information consumers need to find products and services, to read in-depth information about them, to compare them with each other.*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Rubbish tax

On to the other big corporation giants that are as guilty as hell - BT - British Gas - Electric companies - in fact any business you can think of is as guilty as hell, why they produce more rubbish per year than the uk population put together, what with all the paper work etc etc that flies around their offices 24/7 356 days of the year, do they get punished and taxed NOOOOO why is that (dohhh) they pay MP Councillors back handers.

<http://journals.aol.co.uk/hottottieuk/new-political-movement-peoples-p/entries/2007/11/12/pay-as-you-throw-rubbish-tax/1337>

*Context: AOL discussion forum*



Clip ref:  
PEOPLE ISSUES  
No of BG mentions by  
this site: 7



## Salesman

I should start off this thread by saying that we moved away from British Gas (dual fuel) and onto Npower a couple of years ago, purely on a cost basis as BG were getting far too expensive. Luckily, we've never had any of the administrative or customer service issues that a lot of folks on here have had, either with BG or Npower. Anyway, to the point:

A cold-calling salesman from British Gas turned up on the doorstep recently trying to get us to go back to BG, both as (a) a lost customer that they would like to get back and (b) BG were now the cheapest supplier.

He asked if I had ever heard of Martin Lewis and his website [www.moneysavingexpert.com](http://www.moneysavingexpert.com) and said that I should have a look on there as even they were now promoting BG as the cheapest supplier. Of course, he tried to get me to sign up there and then but I said I'd have to do my homework first but if he was correct, then I may well go back to them.

Maybe I'm looking in the wrong place but I can't seem to find anything on the site here that states "British Gas is the cheapest supplier" but I do have to confess to being an absolute novice on this website so maybe it's there and I've missed it. Any pointers folks?

<http://forums.moneysavingexpert.com/showthread.html?t=597326>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Comments include: "Judging by some of the recent comments in other threads, it would appear so! Nothing official though, as far as I know..... Try looking on some of the other threads - there are indeed some people saying that very thing, very loudly, but more importantly - very wrongly!"*

*"Allanon - do you have any details on the specific salesman. This is absolutely outrageous and I'd like to contact British Gas about it.*

Thanks

Martin"

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Silent calls

I keep on getting silent calls from this number: 01142190110 on my mobile. wierd like. and when I ring it back it turns out to be British Gas. I am getting weird silent calls from a utility company.

<http://forums.virtualfestivals.com/forums/index.php?showtopic=105450>

*Context: Official Glastonbury Festival Message Board.*

*PageRank: 5/10 Alexa Rank: 56,288*

Clip ref:  
TRADING ISSUES  
No of BG mentions by  
this site: 1



## Silent calls

i'm getting silent calls from this number: 01142190110. when i call it back, it says that it is from british gas and if i want to stop it i should call an 0845 number. i thought that silent calling was made illegal or something. is there somewhere that i can report this to?

<http://www.the-scream.co.uk/forums/t25151.html?>

*Context: The Scream has a traffic rank of 179,287. With an estimated 31,800 unique back-links it is not a major player, but not one to be ignored. The long term aims of this are said to be to provide extensive help, links and resources for Internet users with a Another poster reports: I had maybe 8 calls from this number in the past two weeks - all of them were direct marketing calls from British Gas plugging their electric services.*

*On the 7<sup>th</sup> call (after repeatedly asking them to please stop calling me - esp at night on my mobile telephone) I said that if I got another call I'd be cancelling my gas account. After the 8<sup>th</sup> call that's just what I did.*

*I called British Gas customer services to advise them of my account closing actions and politely explained why I was leaving them after 12 years as a customer. Their rep noted that I had already opted out of any direct marketing from their company so couldn't understand the marketing dept's persistence but said in a resigned way "it happens a lot".*

*Perhaps a disproportionate response but I believe in voting with your feet.*

---

Clip ref:  
PEOPLE ISSUES  
No of BG mentions by  
this site: 7



## Staff posting

Please don't criticise the staff who work at British Gas. I have worked for this company for 5 years now and although we have had problems with standards of Customer Service the company is working to try and improve both standards of service and the standards of training that staff receive. Did you know for instance that it now takes an average of just 37 seconds to get through to us on the phone!!! We all do our very best to help customers we deal with to the best of our abilities but some of the processes we have to deal with are complex in the extreme. It is incredibly hurtful and demoralising to be on the receiving end of so much criticism and abuse all the time. Instead of criticising us so much people should begin to think about all the times we actually manage to help them, a bit more praise and a little less criticism would go a long way in helping to resolve some of the problems BG has had because its not nice to feel that you are being constantly criticised all the time when you are trying to help people.

<http://forums.moneysavingexpert.com/showthread.html?t=549426&page=2>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Comments include: "I'm sure a lot of people on this board will be happy you are on here being able to offer some inside advice to help them tackle their issues with their Supplier inc Bgas. I've seen my old company on here in various threads and just tried to help people."*

*From the point of view of a Supplier, Bgas really didn't do themselves many favours using Agents that no original region, they fitted PP meters using UU that other Suppliers couldn't support (Onstream) which caused customers change of supply issues and they also went into the solar market and then passed off solar customers to other Suppliers that hadn't even started trialling the system! Bgas have caused a lot of data inaccuracies in the market (not the customer service staff) which have meant other Suppliers have looked at them in the same way as many of their customers."*

Clip ref:  
PRODUCTS ISSUES  
No of BG mentions by  
this site: 2



## Switchwithwhich.co.uk

To be on a cheaper tariff by the time the cold weather hits, people need to take ten minutes to switch now, says switchwithwhich.co.uk, the energy switching site from consumer charity Which?

Mike Stevenson, Head of Marketing at Which? says:

"Using switchwithwhich.co.uk it takes just ten minutes to compare suppliers and switch online. People who have switched through the service are currently enjoying average savings of over £200 per year on their energy bills.\*

"While your bit's quick and easy, once you've set the train in motion it'll take the providers 6-8 weeks to finalise your switch. So do it now, and you'll be on your new tariff when the winter weather really kicks in.

"There are some great deals to be had at the moment. In the last week alone, British Gas and Scottish and Southern Energy have reduced tariffs twice in a battle to become Britain's cheapest energy supplier."

<http://www.epolitix.com/EN/Forums/Which/PressReleases/200710/fe94f534-b2cd-4f07-8023-588a4ef8fa80.htm>

*Context: Well-known to anyone in the Westminster village, the epolitix site is certainly a player, and is used by researchers for politicians and lobbyists alike. When Parliament is sitting it has a respectable, but not spectacular traffic rank of around 150,000.*

Clip ref:  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of BG mentions by  
this site: 1



## Zero carbon tariff

In a previous post I wrote to Good Energy asking them to respond to the British Gas Zero Carbon tariff. Thank you to Owen Broadway of Good Energy for responding. His reply to my enquiry is below, and I've made some comments below that.....

It's me speaking again. Good Energy are a great company, I've been a happy customer of theirs for years. However I think they've just been out-greened by BG Zero Carbon in the key area of ROCs retirement. My plea to Good Energy is to make the bold move of retiring 100% of their ROCs. I'm aware that this will increase the electricity price hugely, but I for one would pay up, knowing that the electricity was truly green.

One of Owen's points against BG Zero Carbon hits home, and that's the carbon offsetting element. Carbon offsetting is dodgy and I'd rather avoid it.

Another genuine problem with BG Zero Carbon is that it's only available with dual-fuel. I intend to stop burning fossil fuel gas, and signing up to something that involves burning gas seems a backward step.

If British Gas were serious about climate change, they'd stop burning fossil fuels. However, if they come up with the greenest tariff, then it's still the right thing to do to sign up with them despite the rest of the company not being green.

In summary I'll not be switching to BG Zero Carbon for the time being because of their carbon offsetting nonsense and dual fuel racket. However, Good Energy must retire more of their ROCs because they're not as good as BG Zero Carbon on this most important point. I'd also like to see Good Energy publish their ROC retirement percentage prominently on their website (I couldn't find it anywhere).

<http://blog.tlocke.org.uk/2007/11/good-energy-responds-to-bg-zero-carbon.html>

*Context: An environmental blog. Currently unranked.*

---