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Contact telephone numbers

Contact telephone numbers

Our most-frequently used numbers are listed here. If you **top up your meter by inserting a key or card** please select the **Pay As You Go Energy™** tab.

Account enquiries	Account enquiries	0800 048 0202*
Pay As You Go Energy™		
Moving home	Textphone	18001 0800 072 8626*
Sales	Calling from abroad	+44 113 298 0900*
Website support		
Maintenance and repair	Probate	0800 294 3125*
Installations		
Gas or electricity theft		
Energy saving advice		
Welsh language		
	Opening hours	* Monday to Friday: 8am - 8pm, Saturday: 8am - 6pm

Emergency numbers

If you smell gas or suspect a leak, call

0800 111 999

- [Gas emergency services](#)
- [Electricity emergencies](#)

Self serve quick links

- [Log in](#)
- [Register](#)
- [Submit a meter reading](#)
- [Make a payment](#)
- [Book a breakdown](#)
- [Book an annual service](#)
- [British Gas mobile App](#)

Calls may be monitored and/or recorded for quality assurance

Call charges - UK

0800 numbers are free for BT customers. 0845 numbers are charged at no more than 4 pence per minute for BT customers. Charges from mobile phones and other networks may vary from this, or find out how to manage cookies.

