

683

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Contact us

Avoid estimated bills when you manage your account online at

britishgas.co.uk/bill

Or for enquiries call us on

0800 048 0202

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.

Please have your meter reading handy

Customer reference number
8500 0944 4534

Statement date:

3 September 2009

Statement period:

02 Jun 09 - 21 Aug 09



Your electricity statement - estimated

Before this statement

Balance of your last statement **£4.83**
in credit

 We've estimated the reading for this statement. If your current meter reading is significantly different you may give us your new reading at britishgas.co.uk/meterreads or by calling freephone (0800 107 0224).

This statement

Balance brought forward **£4.83**
in credit

What you paid **£156.00**

Electricity you've used this period **£107.33**

Your discounts **£11.64**
credit

VAT at 5% **£4.78**

Your new account balance £60.36
in credit

For further details please turn over →

Message board

A free family swim ...

To say thank you for being one of our valued customers we'd like to offer you a free family swim. Simply go to:

britishgas.co.uk/familyswim

What next?

Your next payment will be taken out on or within 3 days of 5 Oct 2009.

What you paid - thank you

Direct Debit	1 Jul 2009	£52.00
Direct Debit	31 Jul 2009	£52.00
Direct Debit	2 Sep 2009	£52.00

Total payments £156.00

Electricity you've used this period

Meter number: **Z05SE10120**

2 Jun 09 - estimated **19368** Estimated

21 Aug 09 - estimated **20241** Estimated

= 873.00 kWh used over 81 days (estimated)

First 111 kWh x 22.542p £25.02

Next 762 kWh x 10.802p £82.31

Total cost of electricity used £107.33

One unit of electricity used = 1 kilowatt hour (kWh)

Your discounts

Direct Debit	£8.46 cr
Dual Fuel	£3.18 cr

Total discounts £11.64 cr

The cost of your electricity isn't just the price of fuel**

Price of fuel	53% Wholesale electricity
	24% Delivery to your home
	13% Operating costs
	5% VAT
	3% Government obligation to help the environment
	2% Profit

**Above example based on industry average consumption of 3,300 kWh per year, based on average regional prices. Costs are indicative as at February 2009.

Other contact details

✉ Write to **British Gas PO BOX 3055, Eastbourne BN21 9FE**

☎ All Central heating enquiries: 0845 950 0400

Electrical emergency or power cut?

! Call **0800 028 0247** (24 hours)

The company responsible for the electricity supply delivery network is EDF Energy Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AQ.

Your electricity supply number

S	01	801	902
	12	0002 5235	762

London Electricity Pricing Area.
G4S Accuread read your meter.

Complaint relating to your energy account?

Step 1 Please contact us on 0800 072 8632, go to www.britishgas.co.uk/energycomplaint, or write to British Gas Complaint Management Team, PO BOX 3054, Eastbourne BN21 9FD. We will do all we can to resolve your issue straight away.

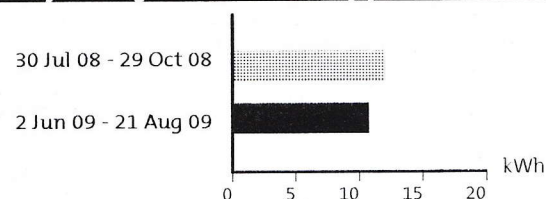
Step 2 If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 3116, Eastbourne BN21 9JH.

If following steps 1 and 2 you are still dissatisfied you may contact the Energy Ombudsman on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.energy-ombudsman.org.uk. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. Their final decision is binding on the energy supplier, not the customer.

Advice?

Consumer Direct, the Government's helpline for consumer advice, offers clear, practical and impartial help and advice. You can call on 08454 04 05 06 or go to www.consumerdirect.gov.uk.

Daily average of the electricity you've used



The above includes estimated readings.

To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8626)