

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

683
Mr P LISEWSKI
SECOND FLOOR FLAT D
40 GLEDSTANES ROAD
LONDON
W14 9HU

734 111



Customer reference number
8500 0944 4534

Statement date:

6 March 2010

Statement period:

13 Nov 09 - 10 Feb 10



Your electricity statement - estimated

Before this statement

Balance of your last statement **£14.35**
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 **£14.35**
in credit

What you paid **£208.00**

Electricity you've used this period **£182.41**

Your discounts **£12.92**
credit

VAT at 5% **£8.47**

Your new account balance **£44.39**
in credit

For further details please turn over →

Message board

Free family swim

If you haven't already taken your Free Family Swim, don't miss out.
britishgas.co.uk/familyswim

What next?

Monthly Direct Debit - new payment amount

We know you trust us to keep your account in order so we regularly check you are paying the correct amount to cover the energy you are using. On this occasion we have found your Direct Debit payments need to change from £52.00 to £47.00. Your new payment amount will start from 5 Apr 2010.

What you paid - thank you

Direct Debit	7 Dec 2009	£52.00
Direct Debit	5 Jan 2010	£52.00
Direct Debit	5 Feb 2010	£52.00
Direct Debit	5 Mar 2010	£52.00

Total payments £208.00

Electricity you've used this period

Meter number: **Z05SE10120**

13 Nov 09 - actual **21550** We read your meter
10 Feb 10 - estimated **23105** Estimated

= 1555.00 kWh used over 90 days (estimated)

First 123 kWh x 22.542p £27.73

Next 1432 kWh x 10.802p £154.68

Total cost of electricity used £182.41

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

Your discounts

Dual Fuel	£3.53 cr
Direct Debit	£9.39 cr

Total discounts £12.92 cr

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

Price of fuel	37% Wholesale electricity
	28% Delivery to your home
	12% Operating costs
	7% VAT and corporation tax
	11% Government obligation to help the environment
	5% 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 2010.

Other contact details

✉ Write to British Gas PO BOX 4805, Worthing BN11 9QW

☎ 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 4804, Worthing BN11 9QU. We will do all we can to resolve your issue straight away.

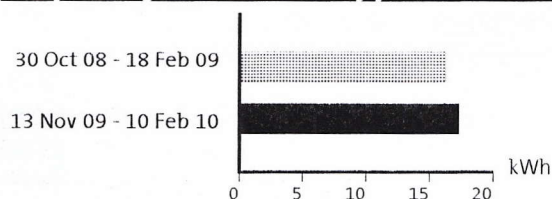
Step 2 If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 4803, Worthing BN11 9QT.

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)