

683

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Your electricity statement - actual

Contact us

Manage your account online and stay in control at:



[@ britishgas.co.uk/easyonline](http://britishgas.co.uk/easyonline)

If you would like to speak to one of our team call 0800 048 0202 Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.

Customer reference number
8500 0944 4534

Statement date:

23 August 2010

Statement period:

01 Jun 10 - 20 Aug 10

You're on **Standard** tariff.

Before this statement

Balance of your last statement	£36.62 in debit
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This statement

Balance brought forward	£36.62 in debit
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What you paid	£141.00
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Electricity you've used this period	£141.96
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Your discounts	£11.64 credit
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VAT at 5%	£6.51
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Your new account balance	£32.45 in debit
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For further details please turn over →

Message board

Only pay for the energy you use with EnergySmart™

EnergySmart™ is a revolution in the way you pay for and control your home's energy:

- No more estimated bills - submit monthly meter readings online or by SMS
- No more surprises - just accurate monthly bills
- Includes a FREE electricity monitor, putting you in control and helping you save energy and money

Go to britishgas.co.uk/smart1

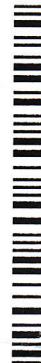
What next?

We regularly check you are paying the correct amount to cover the energy you are using and take into account many things such as the cost of fuel and how much you're likely to use in the year ahead.

Your monthly payments are changing

We've found that your payments need to increase from £47.00 to **£58.00** from 5 October 2010. You also have a debit balance which will be rolled into your new payment plan. Please see page 5 for details.

If you feel this is not the right thing for you at this time you can talk to one of our Customer Service Advisors about the range of options available to you. Just call us free on 0800 048 0202*.



Your discounts

Dual Fuel	£3.18 cr
Direct Debit	£8.46 cr

Total discounts £11.64cr

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.

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You're on **Standard** tariff.

Message board

Take control of your bills

Manage your British Gas account online at

britishgas.co.uk/easyonline

It's quick and effective which is why more and more people are doing it.

With an online account you can:

- Submit meter readings
- Get email alerts related to your account
- View your tariff details
- Monitor your usage and find out how to reduce it

Contact us

For more information regarding your reassessment visit our website 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:
21 August 2010

Your annual Direct Debit reassessment

Your monthly payment will increase from £47.00 to £58.00

We regularly review your account and payments to make sure you are paying the right amount for your electricity. We've just reviewed your payments and found they will need to increase - to help you avoid getting into debt.

Why your monthly payments are going up

Your new payment takes into account your outstanding balance, and forecast electricity charges. We look at the total energy you use over the whole year, allowing for the different seasons when you may build up a credit or debit, and calculate your payments to cover your future energy consumption.

Things that can affect the amount of energy you use include new household appliances, the number of people in your home and the amount of time you are spending there.

Last plan period August 2009 - August 2010

Balance Carried forward from last year	£61.97
	<i>credit</i>
Your energy charges	
Electricity kWh 5611.00	£639.81
What you have paid - thank you	£545.39
Balance Carried Forward	£32.45
	<i>debit</i>

This Plan Period August 2010 - July 2011

Balance Carried forward	£32.45
	<i>debit</i>
Your forecasted energy charges	
Electricity kWh 5179.00	£598.83
Total charges for this plan period	£631.28

We've split your total charges into 1 monthly payment of £47.00 and 10 at £58.00

New monthly payment amount **£58.00**

Message board

You don't need to do anything.

Your new payment will start on **5 October 2010**, when we'll collect **£58.00**. Until then we'll take your current payments as normal.

Your payments explained

Your plan year started on 21 August 2010 and includes twelve monthly payments. So far you've made one payment of £47.00. However, following the meter reading we received on 20 August 2010, your payments were reassessed and need to change. So you have at least 14 days written notice of any change, your next payment will be collected at the current amount of £47.00. It will then be followed by 10 new payments of £58.00 starting from 5 October 2010.

Take control and manage your account online

Did you know you can now manage your account online? For more information and to register, visit britishgas.co.uk.

Your next reassessment

Your next annual reassessment will take place in July 2011. However we will review your account in around six months time to help make sure you are paying just the right amount to cover your consumption. If your payments need to change we'll let you know in advance and give a full explanation.

You can call us to discuss your options

If you feel this is not the right thing for you at this time you can talk to one of our Customer Service Advisors about the range of options available to you e.g. paying a lump sum that could reduce your payments. Just call us free on 0800 048 0202*.