

762

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

505 000



Your electricity statement - actual

Before this statement

Balance of your last statement	£35.87 in credit
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This statement

Balance brought forward	£35.87 in credit
What you paid	£116.00
Electricity you've used this period	£185.22
Your discounts	£12.64 credit
VAT at 5%	£8.62
Your new account balance	£29.33 in debit

For further details please turn over →

Contact us

Manage your account online and stay in control at:



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:

19 February 2011

Statement period:

21 Nov 10 - 16 Feb 11

You're on **standard** tariff.

Message board

Get accurate monthly bills with EnergySmart.

With our free online service you can pay for just the energy you use. See exactly what energy you're using and paying for each month plus receive a FREE electricity monitor. Sign up at britishgas.co.uk/smart1



Start collecting points with us.

To register visit britishgas.co.uk/collect

What next?

Your next payment will be taken out on or within 3 days of 5 Apr 2011.

What you paid - thank you

Direct Debit	5 Jan 2011	£58.00
Direct Debit	7 Feb 2011	£58.00
Total payments		£116.00

Electricity you've used this period

Meter number: **Z05SE10120**

21 Nov 10 - estimated	27204	Estimated
9 Dec 10 - estimated	27567	Estimated

= 363.00 kWh used over 19 days (estimated)

First 26 kWh x 22.378p £5.82

Next 337 kWh x 10.638p £35.85

Cost of electricity used this period £41.67

10 Dec 10 - estimated	27567	Estimated at price change
16 Feb 11 - actual	28797	We read your meter

= 1230.00 kWh used over 69 days (actual)

First 136 kWh x 22.145p £30.12


Next 1094 kWh x 10.368p £113.43

Cost of electricity used this period £143.55


Total cost of electricity used £185.22

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

Where to write to

 Write to **British Gas PO BOX 4805, Worthing BN11 9QW**
We'll reply to you as soon as we can
Please include your meter reading

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

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	12	0002 5235	762

London Electricity Pricing Area.
G4S 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 8 weeks have passed and you remain dissatisfied, after following steps 1 and 2 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.

 All Central heating enquiries: 0800 294 9650

Continued on the next page →

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 8625)

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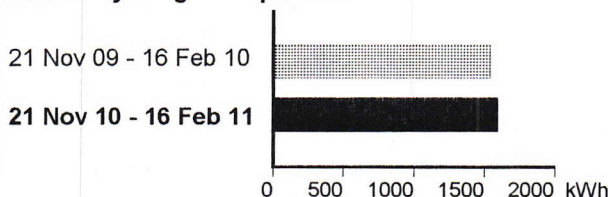
Take control of your bills

With an online account you will receive meter reading reminders and bill alerts to help you stay on track.

Visit britishgas.co.uk/easyonline

Your Consumption

Electricity usage comparison



From **21 Feb 2010** to **20 Feb 2011**, you used **5589.33 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£642.44**.

(Based on the following tariff breakdown).

Period	Your tariff	Projected cost
21 Feb 11 - 20 Feb 12	standard	£657.46
21 Feb 11 - 20 Feb 12	Dual Fuel discount	£15.02 cr
		£642.44

For FAQ's please go to britishgas.co.uk/HelpAndAdvice

Your discounts

Dual Fuel	£2.71 cr
Direct Debit	£9.19 cr
Dual Fuel	£0.74 cr

Total discounts £12.64cr

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

35% Wholesale electricity

28% Delivery to your home

12% Operating costs

7% VAT and corporation tax

13% 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. Cost are indicative as at 17 January 2011.

