

453 111

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



762



Your electricity statement - estimated

Before this statement

Balance of your last statement	£27.90 in credit
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Call our free* fast automated line on **0800 107 0224** with your reading for a more accurate bill.

This statement

Balance brought forward	£27.90 in credit
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What you paid	£174.00
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Electricity you've used this period	£140.99
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Your discounts	£13.21 credit
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VAT at 5%	£6.38
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Your new account balance	£67.74 in credit
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For further details please turn over →

Contact us

Make your future bills more accurate by providing regular meter readings.

With your meter reading handy go online:

@ britishgas.co.uk/mread

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:
3 September 2011

Statement period:
03 Jun 11 - 02 Sep 11

You're on **standard** tariff.

Message board

Save money with EnergySmart™

With our free online service you see exactly what energy you're using. Plus you only pay for the energy you use every month, helping you be more efficient and save money. Sign up at britishgas.co.uk/smart1



Start collecting points with us.

To register visit
britishgas.co.uk/collect

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 explained

You don't need to do anything. Your payments will continue at **£58.00**. You also have a credit balance which will be rolled into your new payment plan. Please see page 5 for details.

What you paid - thank you

Direct Debit	5 Jul 2011	£58.00
Direct Debit	5 Aug 2011	£58.00
Direct Debit	5 Sep 2011	£58.00
Total payments		£174.00

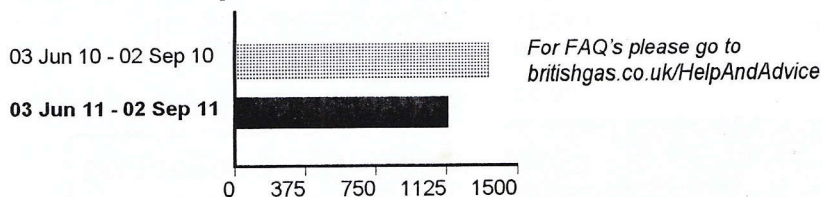
Electricity you've used this period

Meter number: **Z05SE10120**

3 Jun 11 - estimated	30325	Estimated
17 Aug 11 - estimated	31257	Estimated
= 932.00 kWh used over 76 days (estimated)		
First 150 kWh x 22.145p		£33.22
Next 782 kWh x 10.224p		£79.95
Cost of electricity used this period		£113.17
18 Aug 11 - estimated	31257	Estimated at price change
2 Sep 11 - estimated	31460	Estimated
= 203.00 kWh used over 16 days (estimated)		
First 32 kWh x 24.076p		£7.70
Next 171 kWh x 11.765p		£20.12
Cost of electricity used this period		£27.82
Total cost of electricity used		£140.99

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

Your Consumption - Electricity usage comparison



From **05 Sep 2010** to **04 Sep 2011**, you used **5440.18 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£710.17**. (Based on the following tariff breakdown).

Period	Your tariff	Projected cost
05 Sep 11 - 04 Sep 12	standard	£725.23
05 Sep 11 - 04 Sep 12	Dual Fuel discount	£15.06 or
		£710.17

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 you have followed steps 1 and 2, and your complaint is still unresolved at 8 weeks you have a right to contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.os-energy.org. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award. Their final decision is binding on the energy supplier, not you as the customer or complainant.

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)

Your discounts

Dual Fuel	£3.61 cr
Direct Debit	£9.60 cr

Total discounts £13.21 cr

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

<input type="text"/>	39% Wholesale electricity
<input type="text"/>	26% Delivery to your home
<input type="text"/>	12% Operating costs
<input type="text"/>	6% VAT and corporation tax
<input type="text"/>	12% Government obligation to help the environment
<input type="text"/>	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 8 July 2011.

Contact us

Make your future bills more accurate by providing regular meter readings.

With your meter reading handy go online:

@ britishgas.co.uk/mread

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:
3 September 2011

Statement period:
03 Jun 11 - 02 Sep 11

You're on **standard** tariff.

Message board

Don't risk a boiler breakdown.
Sign up to our repair and maintenance service today on 0800 009 4630 quoting SBI1*

* Mon-Fri 8am-8pm, Sat 8am-6pm. Out of hours answer phone service is available.



Your annual Direct Debit reassessment

Your monthly payment will stay the same

We regularly review your account and payments to make sure you are paying the right amount for your electricity.

Why your monthly payments can stay the same

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 what you need to pay to cover your future consumption. Your payments over the last year have resulted in a credit balance, which we have carried forward into your next plan year. However, looking at your recent consumption and taking into account any tariff and price changes, we have forecast that your payments can stay the same.

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.

If, having reviewed your payments, the proposed new amount is very similar to what you have been paying, your payments will stay the same for your convenience. We have shown the detail of the proposed new amount in the table below, just for your information.

Last plan period August 2010 - September 2011

Balance Carried forward from last year	£38.65
	<i>debit</i>
Your energy charges	
Electricity kWh 5608.00	£642.81
Adjustments	£6.20
	<i>credit</i>
What you have paid - thank you	£743.00
Balance Carried Forward	£67.74
	<i>credit</i>

This Plan Period September 2011 - July 2012

Balance Carried forward	£67.74
	<i>credit</i>
Your forecasted energy charges	
Electricity kWh 4883.00	£655.00
Total charges for this plan period	£587.26

We've split your charges into 12 monthly payments

New monthly payment amount	£58.00
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Your payments explained

Your payment plan year started on 3 September 2011 and includes twelve monthly payments. So far you've made 2 payments of £58.00. To enable us to reassess your payment plan we have produced an estimated bill, as we've not received an actual meter reading. And you are now due to make a further 10 payments of £58.00 starting from 5 October 2011.

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 2012. 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.

Save around £208 on your energy costs

Complete our Energy Savers Report and you could save energy and money. Through our personalised Energy Planner we recommend savings on average of £208* a year. Just go to britishgas.co.uk/esr to see how much you can save.

*Based on Energy Savers Report data collected during completed British Gas myHome Energy Assessments from September 2009 to September 2010 plus energy efficiency advice.

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:
3 September 2011

Message board

You don't need to do anything.

Your new payment will continue at the current amount of **£58.00** as we have forecast your payments do not need to change.

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



Your Annual Electricity Statement - for information only

Dear Mr Lisewski,

Welcome to your Annual Statement which summarises your electricity account and aims to give you useful information on managing your energy more efficiently. We've tried to make it as easy as possible to understand.

There's no need to contact us about your statement, it's just another thing we're doing to help look after your world.

Your usage

From **05 Sep 2010** to **04 Sep 2011**, you used **5440.18 kWh** of electricity.

If you continue to use energy at the same rate over the next 12 months, we forecast your cost will be **£710.17***.

*Based on the following breakdown and including estimated readings.

Period	Your tariff	Forecast
05 Sep 11 - 04 Sep 12	standard	£725.23
05 Sep 11 - 04 Sep 12	Dual Fuel discount	£15.06 cr
Total forecast for the next 12 months		£710.17

Contact us

Manage your account online at

@ **britishgas.co.uk**

Or for enquiries call us on

0800 048 0202

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

Customer reference number
8500 0944 4534

Statement date:
04 September 2011

Statement period:
05 Sep 2010 - 04 Sep 2011

Your tariff:
You're on **standard** tariff.

Message board

This statement is for information only and is not a bill

You do not need to do anything

However if you would like more information regarding your annual statement please go to **britishgas.co.uk/helpandadvice**

Only pay for the energy you use, with **EnergySmart™**

Get monthly bills that are 100% accurate with **EnergySmart™**.

Simply enter your meter readings online, or via SMS. And as you'll see exactly what you're using it could help you save money.

EnergySmart™ benefits:

- Accurate monthly bills to help you budget.
- Easy, convenient online control.
- Useful tips and advice on energy efficiency.
- Plus a free electricity monitor – worth £39.99.

Visit **britishgas.co.uk/energysmart** today and see how you could start saving.

Is your tariff working for you?



You're on **standard Tariff**.

The unit price you pay for your electricity is:

Unit Price 1	25.279p	up to 720 kWh
Unit Price 2	12.353p	thereafter

Other contact details

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

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.

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)

Did you know?

There are lots of things you can do to reduce your energy consumption and energy bills. For further information visit britishgas.co.uk/energy-efficiency

- Fill in our Energy Savers Report for free, expert advice on how to cut up to one third off your energy bills
- British Gas can install insulation in your loft and you could save around £145 per year*

*Source: www.energysavingtrust.org.uk/energy-saving-assumptions, January 2011. Actual savings depend on individual circumstances.

- British Gas are the largest provider of solar panels in the UK. Find out how you could make money from one of our feed-in tariffs
- British Gas are proud to be powering British Swimming and supporting the sport from the paddling pool to the winners podium. To find out more visit britishgas.co.uk/swimming

Frequently asked questions

You can get advice on switching suppliers from Consumer Direct on **08454 04 05 06** or by visiting www.consumerdirect.gov.uk

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus.

For more information log on to www.consumerfocus.org.uk

What about my security deposit?

As a result of credit checks, we can ask for a security deposit. If we have asked you for a security deposit and you have any questions relating to this, please call us on **0800 048 0202**.

Where does my money go on electricity?

The cost of electricity isn't just the price of fuel; here's a breakdown of where your money goes:

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

<input type="text" value="39"/>	Wholesale electricity
<input type="text" value="26"/>	Delivery to your home
<input type="text" value="12"/>	Operating costs
<input type="text" value="6"/>	VAT and corporation tax
<input type="text" value="12"/>	Government obligation to help the environment
<input type="text" value="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 8 July 2011.

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*Your calls may be monitored and/or recorded for quality assurance and compliance purposes.