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Mr P LISEWSKI  
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40 GLEDSTANES ROAD  
LONDON  
W14 9HU



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## Your electricity statement - actual

### Are you getting the best deal from us?

We'll check you're on the right British Gas tariff for you, and that you're benefiting from all the discounts and rewards you can get as an existing customer.

Simply call us on 0800 048 0202 or visit [britishgas.co.uk/bestdeal](http://britishgas.co.uk/bestdeal)

### Before this statement

Balance of your last statement	£67.74 in credit
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### This statement

Balance brought forward	£67.74 in credit
What you paid	£116.00
Electricity you've used this period	£190.04
Your discounts	£11.49 credit
VAT at 5%	£8.92
<b>Your new account balance</b>	<b>£3.73 in debit</b>

For further details please turn over →

### 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 November 2011

### Statement period:

03 Sep 11 - 21 Nov 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 980 8976 quoting KZ35\*

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

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**Start collecting points with us.**

To register visit  
[britishgas.co.uk/collect](http://britishgas.co.uk/collect)

### What next?

You do not need to do anything. Your monthly payments will continue to be taken out of your bank account.

## What you paid - thank you

Direct Debit	5 Oct 2011	£58.00
Direct Debit	7 Nov 2011	£58.00
<b>Total payments</b>		<b>£116.00</b>

## Electricity you've used this period

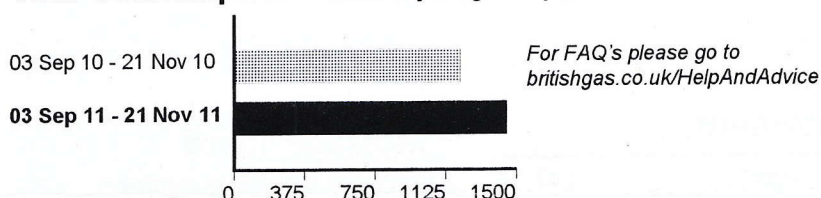
Meter number: **Z05SE10120**

3 Sep 11 - estimated	<b>31460</b>	Estimated
21 Nov 11 - actual	<b>32910</b>	We read your meter
<b>= 1450.00 kWh used over 80 days (actual)</b>		
First 158 kWh x 24.076p		£38.04
Next 1292 kWh x 11.765p		£152.00

**Total cost of electricity used £190.04**

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

### Your Consumption - Electricity usage comparison



From **24 Nov 2010** to **23 Nov 2011**, you used **5687.08 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£740.68**. (Based on the following tariff breakdown).

Period	Your tariff	Projected cost
24 Nov 11 - 23 Nov 12	standard	£755.74
24 Nov 11 - 23 Nov 12	Dual Fuel discount	£15.06 cr
		<b>£740.68</b>

## Your discounts

Dual Fuel	£3.14 cr
Direct Debit	£8.35 cr
<b>Total discounts</b>	<b>£11.49 cr</b>

### 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 UK Power Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AQ.

### Your electricity supply number

S	01	801	902
	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](http://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](http://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](http://www.consumerdirect.gov.uk).

☏ All Central heating enquiries: 0800 294 9650

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)