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



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## Your electricity statement - estimated

### 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

<b>Balance of your last statement</b>	<b>£21.10</b> 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

<b>Balance brought forward</b>	<b>£21.10</b> in credit
<b>What you paid</b>	<b>£232.00</b>
<b>Electricity you've used this period</b>	<b>£240.15</b>
<b>Your discounts</b>	<b>£16.66</b> credit
<b>VAT at 5%</b>	<b>£11.17</b>
<b>Your new account balance</b>	<b>£18.44</b> in credit

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](http://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:

2 June 2012

### Statement period:

08 Feb 12 - 02 Jun 12

You're on **standard** tariff.

### Message board

You could save money by insulating your home

To find out more visit:  
[britishgas.co.uk/insulation21](http://britishgas.co.uk/insulation21)



**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.**

### My account is in credit. Can I have a refund?

During the year, you may find that your account is in credit - particularly over the warmer summer months. When this is the case, we recommend keeping this credit on your account to avoid the chance of creating a debit balance when you use more energy in the colder months. If you have any questions just call us on **0800 048 0202**.



## What you paid - thank you

Direct Debit	5 Mar 2012	£58.00
Direct Debit	5 Apr 2012	£58.00
Direct Debit	8 May 2012	£58.00
Direct Debit	6 Jun 2012	£58.00

**Total payments £232.00**

## Electricity you've used this period

Meter number: **Z05SE10120**


8 Feb 12 - actual	<b>34071</b>	We read your meter
2 Jun 12 - estimated	<b>35963</b>	Estimated
<b>= 1892.00 kWh used over 116 days (estimated)</b>		
	First 229 kWh x 23.513p	<b>£53.84</b>
	Next 1663 kWh x 11.203p	<b>£186.31</b>

**Total cost of electricity used £240.15**

### 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

<b>S</b>	01	801	902
	12	0002 5235	762

London Electricity Pricing Area.  
G4S read your meter.

### Complaint relating to your energy account?


If you are unhappy with the service provided please contact us on 0800 072 8632, go to [britishgas.co.uk/energycomplaint](http://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.

If you remain unhappy please write to Andy Eley, Head of Complaints at the above address. If you're still not satisfied the Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit [adviceguide.org.uk](http://adviceguide.org.uk) or call the Citizens Advice consumer helpline on 08454 04 05 06.

If your complaint remains unresolved after 8 weeks you can contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 180010845 051 1513), or via [os-energy.org](http://os-energy.org)

### Consumer Checklist

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply. See [britishgas.co.uk/consumerchecklist](http://britishgas.co.uk/consumerchecklist)

 All Central heating enquiries: 0800 294 9650

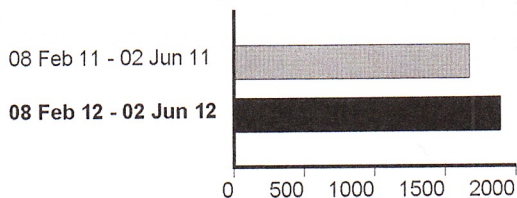
Continued on the next page →

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)



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

### Your Consumption - Electricity usage comparison



From **04 Jun 2011** to **03 Jun 2012**, you used **5625.95 kWh** of electricity. Using the same amount of electricity over the next 12 months would cost you **£698.18**.

This may differ from your payment plan because we also look at elements such as normal weather patterns and existing balances when calculating your payment plan amount.

Period	Your tariff	Cost (inc. VAT)
04 Jun 12 - 03 Jun 13	standard	£713.20
04 Jun 12 - 03 Jun 13	Dual Fuel discount	£15.02 cr
		<b>£698.18</b>

### Your discounts

Dual Fuel	£4.55 cr
Direct Debit	£12.11 cr
<b>Total discounts</b>	<b>£16.66 cr</b>

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### Message board

Show your support for the British Swimming

Teams in 2012 and get in the pool for FREE, simply visit:  
[britishgas.co.uk/freeswims](http://britishgas.co.uk/freeswims)



