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Mr P LISEWSKI
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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

Before this statement

Balance of your last statement	£18.44 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	£18.44 in credit
What you paid	£174.00
Electricity you've used this period	£159.95
Your discounts	£13.07 credit
VAT at 5%	£7.34
Your new account balance	£38.22 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

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:

1 September 2012

Statement period:

03 Jun 12 - 01 Sep 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



Start collecting points with us.

To register visit
britishgas.co.uk/collect

What next?

Monthly Direct Debit - new payment amount

We know you trust us to keep your account in order so we regularly check you are paying the correct amount to cover the energy you are using. On this occasion we have found your Direct Debit payments need to change from £58.00 to £61.00. Your new payment amount will start from 5 Oct 2012.



What you paid - thank you

Direct Debit	5 Jul 2012	£58.00
Direct Debit	6 Aug 2012	£58.00
Direct Debit	5 Sep 2012	£58.00
Total payments		£174.00

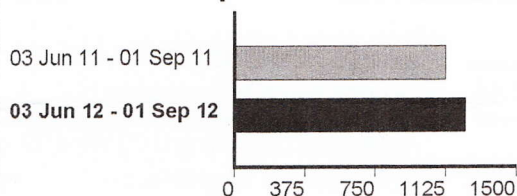
Electricity you've used this period

Meter number: **Z05SE10120**

3 Jun 12 - estimated	35963	Estimated
1 Sep 12 - estimated	37193	Estimated
= 1230.00 kWh used over 91 days (estimated)		
First 180 kWh x 23.513p		£42.32
Next 1050 kWh x 11.203p		£117.63
Cost of electricity used this period		£159.95
Total cost of electricity used		£159.95

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

Your Consumption - Electricity usage comparison



From **03 Sep 2011** to **02 Sep 2012**, you used **5733.00 kWh** of electricity. Using the same amount of electricity over the next 12 months would cost you **£710.65**.

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)
03 Sep 12 - 02 Sep 13	standard	£725.67
03 Sep 12 - 02 Sep 13	Dual Fuel discount	£15.02 cr
		£710.65

Your discounts

Dual Fuel	£3.57 cr
Direct Debit	£9.50 cr
Total discounts	£13.07 cr

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)

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?

If you are unhappy with the service provided please contact us on 0800 072 8632, go to 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 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 0330 440 1624 (Textphone 0330 440 1600), or via 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

📞 All Central heating enquiries: 0800 294 9650