



British Gas

Looking after your world

218 000

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



179

Your autumn electricity update

Statement date:
4 Dec 2012

Statement period:
2 Sep 2012 - 3 Dec 2012

Your customer number:
85 00 09 44 45 34

1

What have I used?

£193.29

You're on our Standard tariff

Your estimated electricity
use this autumn was

= 1485 kWh (kilowatt hours)

Your estimated meter reading

Electricity

3 8 6 7 8

I'd like more detail
See step 4

2

Your Monthly Direct Debit Account

Your account balance before	-£38.22
What you've used (including VAT & discounts and adjustments)	£188.92
What you've paid	-£183.00
Direct Debit 1 Sep 2012	£58.00
Re-present Direct Debit 20 Sep 2012	-£58.00
Direct Debit 5 Oct 2012	-£61.00
Direct Debit 5 Nov 2012	-£61.00
Direct Debit 5 Dec 2012	-£61.00
Your account balance now	-£32.30 credit

3

What happens next?

Your monthly payments
will continue to be
taken out of your bank
account

To manage your payments online
britishgas.co.uk/ddonline

I'd like more detail

What am I paying for?

Total electricity kWh used **1485**

Your electricity use in detail

Meter number: Z05SE10120

2 Sep 2012 - estimated meter reading 37193

15 Nov 2012 - estimated meter reading 38351

Estimated kWh used over 75 days **1158.00**

Cost of first 148 kWh used at 23.513p £34.80

Cost of next 1010 kWh used at 11.203p £113.15

Cost of electricity used this period **£147.95**

16 Nov 2012 - estimated meter reading at price change 38351

3 Dec 2012 - estimated meter reading 38678

Estimated kWh used over 18 days **327.00**

Cost of first 36 kWh used at 21.170p £7.62

Cost of next 291 kWh used at 12.963p £37.72

Cost of electricity used this period **£45.34**

Total electricity used £193.29

Dual Fuel discount -£0.71

Direct Debit discount -£9.71

Dual Fuel discount -£2.94

VAT at 5.00% £8.99

Total electricity including VAT **£188.92**

Adjustments

Credit - 6 Sep 12 -£58.00

Rejected payment - 6 Sep 12 £58.00

Total **£188.92**

How does this compare to last year?

Calculations include estimated meter readings

Your electricity use compared to last autumn (kWh)

2 Sep 11 - 3 Dec 11 1626.92 kWh

2 Sep 12 - 3 Dec 12 **1485.00 kWh**

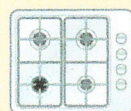
What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast
for a family of four

or

Food kept fresh
and frozen for a day



Projected cost of electricity over the next 12 months.

From **05 Dec 2011** to **04 Dec 2012**, you used **5587.90 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£765.16**. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
05 Dec 12 - 04 Dec 13	Standard	£780.18
05 Dec 12 - 04 Dec 13	Dual Fuel discount	-£15.02
		£765.16

Can I save some money?

To see all the ways you can save with us go to

britishgas.co.uk/betterdeal

The costs shown in the tariff options below are based on paying by Direct Debit and a similar High usage household, as you used more than 4200 kWh of electricity last year.

1. Review

Your current tariff is

Standard

The cost of your unit rates may change if the price of supplying you with energy changes.

Annual Cost: £720

No exit fee / No standing charge

To get a personalised quote or to change your tariff go to britishgas.co.uk/betterdeal

2. Change

Submit meter reads online at britishgas.co.uk



3. Be smarter



How energy efficient is your home?

Complete our report and take steps to cut your energy use and save money? Visit britishgas.co.uk/es today.

Some of our tariff options are:

Clear & Simple

- Variable
- No end date

Annual Cost:
£715

No exit fee

Online Variable Feb 2014

- Online Variable
- Until 28.02.14

Annual Cost:
£672

Exit fee

Fix & Fall March 2014

- Fixed
- Until 31.03.14

Annual Cost:
£737

Exit fee

Giving us your meter readings means you only pay for the energy you use.

Where does my money go?

The information below shows how what you pay covers much more than just the wholesale cost of electricity*.

External Costs



41%

Wholesale electricity costs



24%

Delivery to your home (Regulated by Ofgem)



20%

Government taxes (including Green Levies & Social Support)

Our Costs



11%

Operating costs



4%

Our profit

*Breakdown figures based on actual British Gas cost averages from 2009 to 2011, including average annual consumption of 3,890 kWh of electricity and average regional prices. Profit figure shown is after tax.

Where can I get some help?

For our team use these details

Online

britishgas.co.uk

To manage your account, flex your payments and submit your meter reads.

Speak to one of our team

0800 048 0202

Mon-Fri 8am - 8pm / Sat 8am - 6pm

Write

Our address is
British Gas
PO BOX 4805
Worthing
BN11 9QW

For account questions please have your meter reading handy.

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

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

If you're unhappy with the service we have provided

Please contact us on
0800 072 8632
Mon-Fri 8am-8pm /
Sat 8am-6pm

or go online at
britishgas.co.uk/energycomplaints

or write to
British Gas Complaints Management Team,
PO BOX 4804,
Worthing BN11 9QU

0800 calls free from BT land line.
Mobiles and other providers' charges may vary.
Calls may be monitored and/or recorded for quality and compliance purposes.

Your electricity supply number is:

S 01 801 902
12 0002 5235 762

London Electricity Price area
G4S read your meter

Emergency

Electrical emergency or power cut?

0800 028 0247

(24 hours a day)

Boiler breakdown

0800 294 9650

(24 hours a day)

We're never far away in an emergency.

If your boiler or central heating isn't working just give us a call.

The company responsible for the electricity supply delivery network is:

UK Power Networks
Fore Hamlet
Ipswich
Suffolk
IP3 8AQ

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 same address.

Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit adviceguide.org.uk or call **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 online at os-energy.org



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VAT Registered Number 684 9667 62. Bill date & tax point 4 Dec 2012.



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40 GLEDSTANES ROAD
LONDON
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Your annual electricity statement

Statement date:
4 December 2012

Statement period:
04 Sep 2011 - 03 Sep 2012

Your customer number:
85 00 09 44 45 34

1 What did I use last year?

You used

5744.80 kWh (kilowatt hours)

Calculations include estimated meter readings.

Using more than 4201 kWh means you're a **high usage** household.

2 What will I spend next year?

Our forecast, based on the breakdown below, assumes the same amount of electricity as last year.

Period	Charges	Estimate
04 Sep 12 - 15 Nov 12	Standard	£153.77
04 Sep 12 - 03 Sep 13	Direct Debit Discount	£-40.00
04 Sep 12 - 15 Nov 12	Dual Fuel Discount	£-3.00
16 Nov 12 - 03 Sep 13	Standard	£675.20
16 Nov 12 - 03 Sep 13	Dual Fuel Discount	£-12.02

Total forecast for the next 12 months **£773.95**
(may be affected by consumption or tariff change) (Incl. VAT)

3 Am I on the right tariff?

Your current tariff is

Standard

The unit price you currently pay is 22.229p up to 720 kWh and 13.611p thereafter.

Annual cost: £720

If you wish to switch from your current tariff an exit fee will not be charged.

We want to make it easier for you to choose the best possible tariff for you. Here's how your tariff compares with some of our others. The cost comparisons below are based on a similar **high usage** household paying by **Direct Debit**. All prices and costs below include VAT.

Some of our tariff options are

Clear & Simple	Online Variable Feb 2014	Fix & Fall March 2014
- Variable - No end date	- Online Variable - Until 28.02.14	- Fixed - Until 31.03.14
Annual Cost: £715 No exit fee	Annual Cost: £672 Exit fee	Annual Cost: £737 Exit fee

To find out more speak to one of our team or go to our website

britishgas.co.uk/betterdeal

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What have I saved?



By taking gas and electricity from us you're already saving up to £15** a year.

**See britishgas.co.uk/dualfueldiscount

Could I save more?



Only pay for the energy you use, with EnergySmart™ – by entering meter readings online your bills will be 100% accurate. Go online at

britishgas.co.uk/smart



Save money by insulating your home. Save up to £135 a year with cavity wall insulation and up to £175 with loft insulation*. Find out more at

britishgas.co.uk/insulation21

*Source Energy Saving Trust

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Where does my money go?

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Can I change supplier?

We won't charge you any exit fee if you decide to change to another supplier.

What about my security deposit?

As a result of credit checks, we may have asked 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

You can get advice on changing suppliers from Citizens Advice consumer helpline on 08454 04 05 06 or by visiting adviceguide.org.uk

Consumer Focus has a Confidence Code for online switching 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 consumerfocus.org.uk

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Where can I get some help?

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