



British Gas

Looking after your world

384 000

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



179

Your winter electricity update

Statement date:
15 Feb 2013

Statement period:
4 Dec 2012 - 12 Feb 2013

1

What have I used?

£238.09

You're on our Standard tariff

Your actual electricity use this winter was

= 1748 kWh (kilowatt hours)

Your actual meter reading
Electricity

4 0 4 2 6

I'd like more detail
See step 4

2

Your Monthly Direct Debit Account

Your account balance before	-£32.30
What you've used (including VAT & discounts)	£239.29
What you've paid	-£122.00
Direct Debit 7 Jan 2013	-£61.00
Direct Debit 5 Feb 2013	-£61.00
Your account balance now	£84.99 debit

3

What do I pay?

Your monthly payment will increase to

Your new payment will start on 5 Mar 2013

£69.00

Why are my payments more?
See step 4

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

I'd like more detail

What am I paying for?

Total electricity kWh used **1748**

Your electricity use in detail

Meter number: Z05SE10120

4 Dec 2012 - estimated meter reading 38678
12 Feb 2013 - we read your meter 40426

Actual kWh used over 71 days **1748.00**

Cost of first 140 kWh used at 21.170p £29.64

Cost of next 1608 kWh used at 12.963p £208.45

Total electricity used £238.09

Dual Fuel discount -£2.78

Direct Debit discount -£7.41

VAT at 5.00% £11.39

Total electricity including VAT **£239.29**

Total **£239.29**

How does this compare with last year?

Calculations include estimated meter readings

Your electricity use compared with last winter (kWh)

4 Dec 11 - 12 Feb 12 1105.28 kWh

4 Dec 12 - 12 Feb 13 **1748.00 kWh**

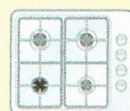
What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast
for a family of four

or

Food kept fresh
and frozen for a day



Why your payments are more

We're increasing your payments because the amount of energy you're using has changed since our original forecast. We'll carry your balance forward to your annual review.

Projected cost of electricity over the next 12 months.

From **16 Feb 2012** to **15 Feb 2013**, you used **6237.11 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£855.95**. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
15 Feb 13 - 14 Feb 14	Standard	£910.96
15 Feb 13 - 14 Feb 14	Direct Debit Discount	-£40.01
15 Feb 13 - 14 Feb 14	Dual Fuel discount	-£15.00
		£855.95

Can I save some money?

1. Review

Your current **electricity** tariff is

Standard

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

Annual Cost: £855.95

No exit fee / No Standing Charge

2. Change

Take control of your payments at britishgas.co.uk

3. Be smarter



Sale - £400 off the cost of any new boiler we install. Just call **0800 009 4023** before 28th February.

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

britishgas.co.uk/betterdeal

Some of our tariff options are:

Online Variable February 2014

- Online - Variable
- Until 28.02.14

Annual Cost: £789.99

These tariffs may incur an Exit Fee.

Clear & Simple

- Standard Variable
- No end date

Annual Cost: £841.43

Fix & Fall March 2014

- Fixed
- Until 31.03.14

Annual Cost: £867.02

Go online to check your balance, change your payment or even take a payment holiday.

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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