



British Gas

Looking after your world

We have made some changes to our terms and conditions for supplying you with gas and electricity. To request an updated copy, please call on **0800 048 0202** or go to britishgas.co.uk/terms

Your customer number:
85 00 09 44 45 34

Your final electricity update

Statement date:
9 Aug 2013

Statement period:
17 May 2013 - 30 Jun 2013

1

What have I used?

£114.64

You're on our Standard tariff

Your electricity use was

= 828 kWh (kilowatt hours)

Your actual meter reading
Electricity

4 2 9 7 7

I'd like more detail
See step 4

2

Your Variable Direct Debit Account

Your balance was in debit by	£114.25
Total charges (including VAT & discounts)	£113.58
What you've paid	-£207.00
Direct Debit 5 Jun 2013	-£69.00
Direct Debit 5 Jul 2013	-£69.00
Direct Debit 5 Aug 2013	-£69.00
Your account balance is in debit by	£20.83 debit

3

What do I pay?

The amount of **£20.83** will be taken from your bank account on or within 3 days of **23 August 2013**

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

I'd like more detail

What am I paying for?

Total electricity kWh used **828**

Your electricity use in detail

Meter number: Z05SE10120

17 May 2013 - we read your meter 42149

30 Jun 2013 - you gave us your final meter reading 42977

Actual kWh used over 45 days 828.00

Cost of first 89 kWh used at 21.170p £18.84

Cost of next 739 kWh used at 12.963p £95.80

Total electricity used £114.64

Dual Fuel discount -£1.76

Direct Debit discount -£4.70

VAT at 5.00% £5.40

Total electricity including VAT £113.58

Total £113.58

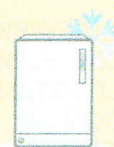
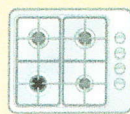
What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast
for a family of four

or

Food kept fresh
and frozen for a day



We have closed your electricity account

We have had to close your electricity account as we have been notified by another customer that they are now living at this property. Please contact us urgently on 0800 048 0202 to confirm your details.

How does this compare with last year?

Calculations include estimated meter readings

Your electricity use compared with last year (kWh)

17 May 12 - 30 Jun 12 625.61 kWh

17 May 13 - 30 Jun 13 **828.00 kWh**

Electricity used over the last 12 months.

From **10 Aug 2012** to **09 Aug 2013**, you used **6089.41 kWh** of electricity.

5

Can I save some money?

1. Change

Take control of your payments at britishgas.co.uk

2. Be efficient

Manage your energy consumption

For a complete checklist of suggestions on how to save go to

britishgas.co.uk/tariffcheckbill

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

See how your energy use compares with others in your neighbourhood britishgas.co.uk/compare

171430001322100000113180020020000



6

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

Our Costs



42%
Wholesale
electricity
costs



25%
Delivery to
your home
(Regulated
by Ofgem)



15%
Environmental
& Social tax



5%
Corporation
tax & VAT



11%
Operating
costs



2%
Our
profit

* Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including annual consumption of 3,860 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

britishgas.co.uk

To manage your account, pay your bill and submit your meter reads.

Speak to one of our general enquiries 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 Kevin Roxburgh, Director of Customer Service, at the same address.

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 online at ombudsman-services.org/energy.html



British Gas Trading Limited Registered in England No. 3078711.
Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.
VAT Registered Number 684 9667 62. Bill date 9 August 2013.