



# British Gas

Looking after your world

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

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374



## Your final electricity update



Statement date:  
30 Dec 2014

Statement period:  
17 May 2013 - 30 Jun 2013

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### What's my balance?

You are in  
credit by

**£1047.00**

Electricity tariff: Standard

Your balance was in debit by	£114.25
Total charges (including VAT & discounts and adjustments)	£101.58
What you've paid (05 Jun 2013 to 05 Dec 2014)	-£1262.83

Your account balance is in credit by **£1047.00**

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### What happens next?

The final credit remaining on this account may be offset against the gas account. If an offset is not applicable we will refund the amount we owe to your nominated account, or send you a cheque if your Direct Debit has been cancelled.

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### Could I pay less?

Remember - it might be worth thinking about switching your tariff or supplier\*.

Your 12 month Personal Projection for your current tariff is **£992.38**

#### Save £6.05

Fix & Reward February 2016\*\*  
Fixed Dual Fuel tariff

You could fix your prices for  
longer with our Fix & Fall June  
2016 tariff with a Personal  
Projection of £992.38

Our cheapest tariff overall

All of the prices above include VAT and any discounts.

Your Personal Projection is an estimate based on your previous consumption, and could be affected by future tariff, price or consumption change. All tariffs subject to availability.

\* You will not be charged an exit fee if you switch supplier.

\*\* May have to complete a credit check which may involve moving to different T&Cs. Visit [britishgas.co.uk/tariffs](http://britishgas.co.uk/tariffs)

See step 4 for more details about your account and tariff

To manage your payments online  
**[britishgas.co.uk/ddonline](http://britishgas.co.uk/ddonline)**

## I'd like more detail

### About your tariff

This information will help you to compare your current tariff with others available.

#### Your electricity tariff

Tariff name	Standard
Payment method	Quarterly Variable Direct Debit
End date	No end date
Exit fees (if you switch supplier before end date)	Not applicable
Your estimated usage	7206.29 kWh

### About your TCR

Tariff Comparison Rate (TCR)  
15.29p per kWh

The TCR can be used to compare the price of energy tariffs across suppliers.

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 3,200 kWh of electricity and should be used as a guide only.

For more information on our tariffs and TCRs go to [britishgas.co.uk/tariffs](http://britishgas.co.uk/tariffs)

### 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

#### Adjustments after VAT

£12 Government Electricity Rebate - 3 Nov 14 -£12.00

**Total £101.58**

Your actual meter reading

Electricity 42977

### 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?

625.61 kWh

17 May 12 - 30 Jun 12

828.00 kWh

17 May 13 - 30 Jun 13



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## 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



**42%**

Wholesale electricity costs



**25%**

Delivery to your home  
(Regulated by Ofgem)



**15%**

Environmental & social  
policies



**5%**

Corporation tax & VAT



**11%**

Operating costs



**2%**

Our profit

### Our Costs

\* Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including annual consumption of 3,200 kWh of electricity and average regional prices. Profit figure shown is after tax. For more information on environmental and social policies visit [ofgem.gov.uk/environmental-programmes](http://ofgem.gov.uk/environmental-programmes).

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## Can I save some money?

For more information on energy efficiency, to track your energy usage, or have a live online chat with one of our Energy Consultants, visit: [britishgas.co.uk/energysaving](http://britishgas.co.uk/energysaving)

### 1. Insulation

9 out of 10 homes that need loft and cavity wall insulation will now get it for free.\* Check if you're eligible today by calling **0800 107 8499** or visiting [britishgas.co.uk/eco](http://britishgas.co.uk/eco)

If you don't qualify for free insulation, you might be able to access a loan for energy saving improvements via the government's Green Deal, which you pay back through your energy bill. For more information on Green Deal, visit [britishgas.co.uk/greendeal](http://britishgas.co.uk/greendeal)

### 2. Be energy aware

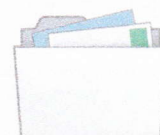
One of the best ways to reduce your bill is to use less energy. At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: [britishgas.co.uk/energysaving](http://britishgas.co.uk/energysaving)

\*British Gas installs in mainland Great Britain only. Free installations are through the Energy Company Obligation and are subject to assessment, technical survey and eligibility criteria. The funding available is to cover insulation and if needed extra specialist equipment i.e. scaffolding and vents. Some properties require more specialist equipment which cannot always be covered, if you need more, you have the option to pay the extra. Tenants must seek landlords permission.

### 3. Change

Take control of your payments at [britishgas.co.uk/ddonline](http://britishgas.co.uk/ddonline)

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



### 4. Be efficient

Manage your energy consumption.

See how your energy use compares with others in your neighbourhood [britishgas.co.uk/compare](http://britishgas.co.uk/compare)





## Where can I get some help?

Your electricity supply number is:

S	01	801	902
	12	0002	5235 762

London Electricity Price Area  
G4S read your meter

### 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 to:  
British Gas  
PO BOX 227  
Rotherham  
S98 1PB

For account questions please  
have your meter reading handy.

### Know your rights

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy) for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06** for a paper copy.

Our **Priority Service Register** is a free, confidential service that provides additional support to those most in need. To find out about eligibility and the services on offer, such as free gas safety checks and the password protection scheme, call us on **0800 0728625** or go to [britishgas.co.uk/Priority-Service-Register](http://britishgas.co.uk/Priority-Service-Register)

### Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

### 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

## If you are 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](http://britishgas.co.uk/energycomplaints)

or write to  
**British Gas Complaints  
Management Team**  
PO BOX 226  
Rotherham  
S98 1PB

We will do all we can to resolve  
your issue straight away. If this  
is not possible we will aim to  
resolve the matter for you  
within 14 days.

When you contact us to make a  
complaint we will apologise,  
provide you with an  
explanation and confirm what  
action needs to be taken, this  
may include a goodwill gesture.  
If you remain unhappy please  
write to Kevin Roxburgh,  
Director of Customer Service,  
PO BOX 226, Rotherham, S98  
1PB.

The Citizens Advice consumer service  
provides **free confidential and  
impartial advice on consumer issues**  
and can be contacted at any stage of  
the complaint process. Visit  
[citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) or call  
the Citizens Advice consumer helpline  
on **03454 04 05 06**.

If your complaint remains unresolved  
after eight weeks or we issue you with  
a deadlock letter you can contact the  
Ombudsman Services: Energy. The  
Ombudsman is there to help resolve  
disputes between energy suppliers  
and their customers and can provide  
**free, independent help and advice**.  
Write to PO Box 966, Warrington,  
WA4 9DF

Call **0330 440 1624**  
(Textphone 0330 440 1600)  
Fax 0330 440 1625,  
email  
[enquiries@os-energy.org](mailto:enquiries@os-energy.org)  
or go online at  
[ombudsman-services.org/  
energy](http://ombudsman-services.org/energy)

They may ask us to apologise,  
explain what has gone wrong,  
correct the problem or give  
you a financial award. You do  
not have to accept their  
decision.



Calls to a 0800 number are free from a BT Calling Plan. Mobile and other providers' charges may vary. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**. Calls may be recorded and monitored for quality assurance and compliance purposes.

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