



British Gas

Looking after your world

409 000

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

T



374

Your electricity bill

Your customer number:
85 00 09 44 45 34

Bill date:
25 Jul 2015

Bill period:
17 May 2013 - 20 May 2015

1

You are in credit by

£3101.52

Electricity tariff: Standard

See step 4 for more details about your account and tariff

Your electricity use was

9311 kWh (kiloWatt hours)

2

What happens next?


As you're in credit, you don't need to pay anything. We have changed your payment method from Monthly Direct Debit to Quarterly Bill. Your charges have been updated to reflect this.

3

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 **£690.29**

Save **£41.74** 
Standard DD
Variable tariff

Our cheapest tariff overall

All of the prices above include VAT and any discounts.

 Direct Debit only.

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.

To pay your bill or to give us your meter reads

britishgas.co.uk/makeapayment
britishgas.co.uk/submitmeterread

Call our 24 hour automated line on
0800 107 0224

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	Cash/Cheque
End date	No end date
Exit fee (if you switch supplier before end date)	Not applicable
Based on your actual usage in the last 12 months	4466.27 kWh

If you're thinking of switching – give us a call.

To help you find a better deal, you'll need your energy data. Just scan this image to download it to your smart phone or tablet. For more information about QR codes, go to britishgas.co.uk/bill



About your TCR

Tariff Comparison Rate (TCR)

16.23p 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

What you paid – thank you

Direct Debit	5 June 2013	£69.00
Direct Debit	5 July 2013	£69.00
Direct Debit	5 August 2013	£69.00
Direct Debit	23 August 2013	£20.83
Direct Debit	7 October 2013	£69.00
Direct Debit	5 November 2013	£69.00
Direct Debit	5 December 2013	£69.00
Direct Debit	6 January 2014	£69.00
Direct Debit	5 February 2014	£69.00
Direct Debit	5 March 2014	£69.00
Direct Debit	7 April 2014	£69.00
Direct Debit	6 May 2014	£69.00
Direct Debit	5 June 2014	£69.00
Direct Debit	7 July 2014	£69.00
Direct Debit	5 August 2014	£69.00
Direct Debit	5 September 2014	£69.00
Direct Debit	6 October 2014	£69.00
Direct Debit	5 November 2014	£69.00
Direct Debit	5 December 2014	£69.00
Direct Debit	10 March 2015	£1580.35
Direct Debit	8 June 2015	£1035.00
Direct Debit	14 July 2015	£1693.93
Total payments		£5572.11

Your actual meter reading

Electricity 51460

How does this compare with last year?

11284.88 kWh

17 May 12 - 20 May 14

9311.00 kWh

17 May 13 - 20 May 15

Your electricity use in detail

Meter number: Z05SE10120

17 May 2013 - we read your meter	42149
30 Jun 2013 - you gave us your 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
Cost of electricity used this period	£114.64
1 Jul 2013 - you gave us your meter reading	42977
22 Nov 2013 - estimated meter reading	44632
Estimated kWh used over 145 days	1655.00
Cost of first 286 kWh used at 21.170p	£60.55
Cost of next 1369 kWh used at 12.963p	£177.46
Cost of electricity used this period	£238.01

more detail continued...

23 Nov 2013 - estimated meter reading at price change	44632
31 Dec 2013 - estimated meter reading	45215
Estimated kWh used over 39 days	583.00
583 kWh x 12.470p	£72.70
Cost of electricity used this period	£72.70
Standing charge	£9.66
23 Nov 13 - 31 Dec 13	
39 days at 24.770p per day	
1 Jan 2014 - estimated meter reading at price change	45215
29 Jan 2014 - estimated meter reading	45640
Estimated kWh used over 29 days	425.00
425 kWh x 11.960p	£50.83
Cost of electricity used this period	£50.83
Standing charge	£7.18
1 Jan 14 - 29 Jan 14	
29 days at 24.770p per day	
30 Jan 2014 - estimated meter reading	45640
29 Apr 2014 - estimated meter reading	46776
Estimated kWh used over 90 days	1136.00
1136 kWh x 11.960p	£135.87
Cost of electricity used this period	£135.87
Standing charge	£22.29
30 Jan 14 - 29 Apr 14	
90 days at 24.770p per day	
30 Apr 2014 - estimated meter reading	46776
29 Jul 2014 - estimated meter reading	47743
Estimated kWh used over 91 days	967.00
967 kWh x 11.960p	£115.65
Cost of electricity used this period	£115.65
Standing charge	£22.54
30 Apr 14 - 29 Jul 14	
91 days at 24.770p per day	
30 Jul 2014 - estimated meter reading	47743
29 Oct 2014 - estimated meter reading	48753
Estimated kWh used over 92 days	1010.00
1010 kWh x 11.960p	£120.80
Cost of electricity used this period	£120.80
Standing charge	£22.78
30 Jul 14 - 29 Oct 14	
92 days at 24.770p per day	
30 Oct 2014 - estimated meter reading	48753
29 Apr 2015 - estimated meter reading	51226
Estimated kWh used over 182 days	2473.00
2473 kWh x 11.960p	£295.77
Cost of electricity used this period	£295.77
Standing charge	£45.08
30 Oct 14 - 29 Apr 15	
182 days at 24.770p per day	



more detail continued...

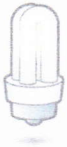
30 Apr 2015 - estimated meter reading	51226
20 May 2015 - we read your meter	51460
Actual kWh used over 21 days	234.00
234 kWh x 11.960p	£27.99
Cost of electricity used this period	£27.99
Standing charge	£5.20
30 Apr 15 - 20 May 15	
21 days at 24.770p per day	
Total electricity used	£1306.99
Dual Fuel discount	-£26.97
Direct Debit discount	-£15.14
Dual Fuel discount	-£1.76
Direct Debit discount	-£4.70
VAT at 5.00%	£62.92
Total electricity including VAT	£1321.34
Adjustments after VAT	
£12 Government Electricity Rebate - 3 Nov 14	-£12.00
Refund - 12 Jan 15	£1,047.00
Your previous balance	£114.25
Your payments	-£5572.11
You're in credit by	£3101.52

5

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

Our Costs



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 3,200 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

6

Can I save some money?

For more information on energy efficiency or to track your energy usage, visit britishgas.co.uk/energysaving

1. Get free insulation in your home

If your home isn't properly insulated, you could be wasting money. As much as £140 through the loft and £160 through the walls, every year (that's what the Energy Saving Trust estimate, you can find out more at energysavingtrust.org.uk). The good news is, we're working with the government to roll out free insulation to millions more homes across Britain.

It's easy to see if your home is suitable

Fill in our survey online at britishgas.co.uk/insulation or give us a ring on **0800 107 8499†** to check if your home is one of the millions that can get it for free.

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

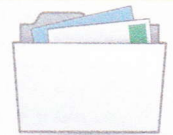
There are a few areas of the country we can't reach, to check if you live in one of them just give us a call. Modern houses are built with insulation – check the details on our website. We give free insulation under the Energy Companies Obligation and we'll need to do a survey to make sure your house qualifies. We'll cover the cost of the insulation itself but if your house needs more vents than usual, or we need to use scaffolding, you may need to help with the cost. But don't worry, we'll tell you in advance if this applies to your home. If you rent your house, you'll need your landlord's written permission.

†We're here Monday to Friday 8am to 8pm and Saturdays 8am to 4pm. Calls are free from a BT landline but may be charged by other networks or mobile providers. From 1st July 2015 it will also be free from mobiles.

3. Change

To change the way you pay go to our website or speak to one of our team.

You could save 0.89p per kWh discount off your electricity unit rates by changing to Direct Debit.



7

How can I pay?

You'll need your customer number:

85 00 09 44 45 34

Switch to Direct Debit

Collect 800 Nectar points for each account you switch. Go to britishgas.co.uk

Credit or Debit card

Online or by phone: visit britishgas.co.uk/makeapayment or call us on **0800 107 0224**. AMEX not accepted. Please allow 2 working days for your payment to clear.

Internet or phone banking

Pay us directly using account number **71584685** and sort code **40-05-30**, quoting your customer number: **85 00 09 44 45 34**

SMS

Call us on **0800 048 0202** to register.

Download our App

Pay your bills and view detailed account information.

PayPoint

Take this bill and pay by cash.

Bank or by post

Take your payment slip with your payment card, cash or a cheque to the bank. Or send a cheque made payable to 'British Gas Trading Ltd'. Write your customer number on the back and send to: British Gas, Payment Area 55, Camberley, GU9 1AB

Post office

Take your payment slip with your payment card, cash or a cheque made payable to 'Post Office Ltd'.

Allow 3 working days for payment to clear the bank/Post Office and PayPoint, 5 if you pay by post.

Please don't send cash in the post.

If you don't have anything to pay, we will not have provided you with a payment slip.

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 for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06** for a paper copy.

If you are unhappy with our service

We're really sorry you're not happy, we want to sort things out for you quickly, so please give us a ring on:
0800 072 8632

If you'd rather complain in writing go to britishgas.co.uk/energycomplaints or write to **Complaints Management Team, PO Box 226, Rotherham S98 1PB**

If you aren't happy with how we're handling your complaint, you can get in touch with Matt Idle, our Managing Director of Energy Customer Service. You can call his team on **0800 107 0184*** or email customercomplaints@britishgas.co.uk or you can write to him at the address above. When you get in touch to make a complaint we'll investigate fully and let you know what needs to happen next. We'll say sorry for anything we've got wrong and may make a goodwill gesture, or offer compensation.

If you need independent advice

The Citizens Advice consumer service gives free, confidential and impartial advice. You can get in touch with them for advice at anytime during the complaints process. Call them on **03454 04 05 06**, or visit citizensadvice.org.uk/energy

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

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

We aim to resolve complaints as quickly as possible

We'll make every effort to resolve your complaint within a day of receiving it. However, sometimes it can take a little longer, so if we haven't been able to sort things out within eight weeks, or if we can't agree a way forward with you, (we call this 'deadlock'), we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. It's free to use their services and they're totally independent – they don't take sides and their decisions are based only on the information they have. You can call them on **0330 440 1624**, Textphone **0330 440 1600**, email enquiries@os-energy.org, go online at ombudsman-services.org/energy or write to **Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF**

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or paying you compensation.

We record our calls to help improve our service to you. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**
British Gas is the trading name of British Gas Trading Limited. Registered in England & Wales (Registered No. 03078711). Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. britishgas.co.uk British Gas Trading Limited is authorised and regulated by the Financial Conduct Authority for its consumer credit activities and is an Appointed Representative of British Gas Services Limited for its insurance mediation activities. British Gas is a mandatory FIT Licensee. VAT Registered Number 684 9667 62. Bill date & tax point 25 July 2015.

