



**British Gas**  
Looking after your world

275 000

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

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374

## Your summer electricity bill



Bill date:  
2 Sep 2015

Bill period:  
21 May 2015 - 27 Aug 2015

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You are in credit by

**£2994.83**

Electricity tariff: Standard

See step 4 for more details about your account and tariff

Your electricity use was

**660 kWh** (kiloWatt hours)

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**What happens next?**

As you're in credit, you don't need to pay anything.

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**Could you pay less?**

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

Your 12 month Personal Projection for your current tariff is **£636.99**

**Save £38.04** ■

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](http://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](http://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
Tariff ends on	No end date
Exit fee (if you cancel this tariff before end date)	Not applicable
Based on your actual usage in the last 12 months	4071.31 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](http://britishgas.co.uk/bill)



### About your TCR

#### Tariff Comparison Rate (TCR)

16.31p 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 3,100 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

21 May 2015 - we read your meter

24 Jul 2015 - estimated meter reading

#### Estimated kWh used over 65 days

433 kWh x 11.960p

#### Cost of electricity used this period

#### Standing charge

21 May 15 - 24 Jul 15

65 days at 24.770p per day

25 Jul 2015 - estimated meter reading at tariff change

27 Aug 2015 - we read your meter

#### Actual kWh used over 34 days

227 kWh x 12.850p

#### Cost of electricity used this period

#### Standing charge

25 Jul 15 - 27 Aug 15

34 days at 24.770p per day

Total electricity used

Dual Fuel discount

VAT at 5.00%

Total electricity including VAT

Your previous balance

You're in credit by

51460

51893

433.00

£51.79

£51.79

£16.10

51893

52120

227.00

£29.17

£29.17

£8.42

£105.48

-£3.87

£5.08

£106.69

-£3101.52

£2994.83

Your actual meter reading

Electricity 52120

#### How does this compare with last year?

1038.58 kWh

21 May 14 - 27 Aug 14

660.00 kWh

21 May 15 - 27 Aug 15



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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

### 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 3,100 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 or to track your energy usage, visit [britishgas.co.uk/energysaving](http://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](http://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](http://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

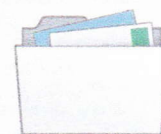
One of the best ways to reduce your bill is to use less energy. At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: [britishgas.co.uk/energysaving](http://britishgas.co.uk/energysaving)

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 Saturday 8am to 4pm. We record calls to help improve our service to you.

### 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.



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## How can I pay?

You'll need your customer number:  
**85 00 09 44 45 34**

#### Credit or Debit card

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

#### SMS

Call us on 0800 048 0202 to register.

#### 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**

#### 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, GU95 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:

<b>S</b>	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.

### 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](http://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](mailto: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](http://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](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**

### 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](mailto:enquiries@os-energy.org), go online at [ombudsman-services.org/energy](http://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**

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