



British Gas

Looking after your world

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

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Your electricity statement

Statement date:
6 Jan 2016

Statement period:
5 Dec 2015 - 5 Jan 2016

1

What's my balance?

You are in
debit by

£207.46

Electricity tariff: Standard

Your balance was in debit by	£173.48
Total charges (including VAT & discounts)	£33.98
What you've paid	£0.00
Your account balance is in debit by	£207.46

See step 4 for more details about your account and tariff

2

What happens next?

Your monthly payments will continue to be taken out of your bank account.

3

Could you pay less?

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

Personal Projection is our estimate of your energy costs (including VAT & other discounts) for the next 12 months and is based on previous actual consumption. This could be affected by future tariff, price or consumption changes.

Your 12 month Personal Projection for your current tariff is **£604.25**

Cheapest Similar Tariff

You can Save **£35.77** by switching to Standard ☐ Variable tariff

Cheapest Overall Tariff

You can save **£36.98** by switching to Fixed Price July 2018 ☐ Fixed tariff

☐ You will need to pay by Direct Debit. Tariffs may have eligibility criteria and limited availability.

You will not be charged an exit fee if you switch supplier. Switching tariffs may involve changing to materially different Ts&Cs.

You may be able to switch supplier with an outstanding balance.

Visit britishgas.co.uk to know more about this or about tariffs.

To manage your payments online
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	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	3828.66 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)

16.31p 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

Your electricity use in detail

Meter number: Z05SE10120

5 Dec 2015 - estimated meter reading

53334

5 Jan 2016 - we read your meter

53534

Actual kWh used over 32 days

200.00

200 kWh x 12.850p

£25.70

Standing charge

£7.92

5 Dec 15 - 5 Jan 16

32 days at 24.770p per day

Total electricity used

£33.62

Dual Fuel discount

-£1.25

VAT at 5.00%

£1.61

Total electricity including VAT

£33.98

Total

£33.98

Your actual meter reading

Electricity 5 3 5 3 4

How does this compare with last year?

472.22 kWh

5 Dec 14 - 5 Jan 15

200.00 kWh

5 Dec 15 - 5 Jan 16

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 3,100 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

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, as part of a government initiative, we're giving away insulation to millions of UK homes and best of all it's free.*

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

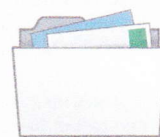
One of the best ways to reduce your bill is to use less energy. At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: britishgas.co.uk/energysaving

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

3. Change

Submit meter reads online at britishgas.co.uk/meterread
Giving us your meter reads means you only pay for the energy you use.



4. Be efficient

Manage your energy consumption.
See how your energy use compares with others in your neighbourhood 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 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

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 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 via his dedicated team. 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

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 osenquiries@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.