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Mr P LISEWSKI  
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40 GLEDSTANES ROAD  
LONDON  
W14 9HU



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## Your gas statement - estimated

### Are you getting the best deal from us?

We'll check you're on the right British Gas tariff for you, and that you're benefiting from all the discounts and rewards you can get as an existing customer.

Simply call us on 0800 048 0202 or visit [britishgas.co.uk/bestdeal](http://britishgas.co.uk/bestdeal)

### Before this statement

Balance of your last statement      £101.16  
in credit

Call our free\* fast automated line on 0800 107 0224 with your reading for a more accurate bill.

### This statement

Balance brought forward      £101.16  
in credit

What you paid      £138.00

Gas you've used this period      £232.80

Your Direct Debit discount      £8.16  
credit

VAT at 5%      £11.23

Your new account balance      £3.29  
in credit

For further details please turn over →

### Contact us

Make your future bills more accurate by providing regular meter readings.

With your meter reading handy go online:

@ [britishgas.co.uk/mread](http://britishgas.co.uk/mread)

If you would like to speak to one of our team call:

📞 0800 048 0202

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.

Customer reference number  
**8500 1044 7713**

### Statement date:

3 March 2012

### Statement period:

22 Nov 11 - 03 Mar 12

You're on **standard** tariff.

### Message board

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](http://britishgas.co.uk/terms)

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**Start collecting points with us.**

To register visit  
[britishgas.co.uk/collect](http://britishgas.co.uk/collect)

## What next?

**You do not need to do anything. Your monthly payments will continue to be taken out of your bank account.**

### My account is in credit. Can I have a refund?

During the year, you may find that your account is in credit - particularly over the warmer summer months. When this is the case, we recommend keeping this credit on your account to avoid the chance of creating a debit balance when you use more energy in the colder months. If you have any questions just call us on **0800 048 0202**.



## What you paid - thank you

Direct Debit	8 Dec 2011	£46.00
Direct Debit	9 Jan 2012	£46.00
Direct Debit	8 Feb 2012	£46.00

**Total payments £138.00**

## Gas you've used this period

Meter number: **G4A00987190301**

22 Nov 11 - actual	<b>07149</b>	We read your meter
3 Mar 12 - estimated	<b>07610</b>	Estimated
= 461 metric units used over 103 days (estimated)		

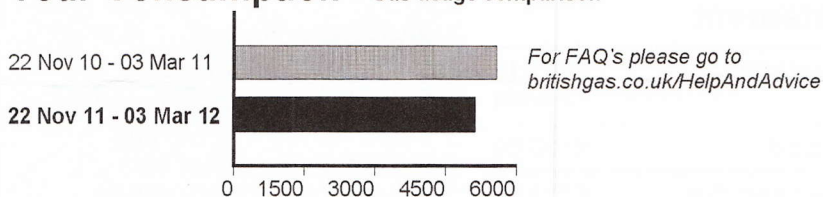
Gas units converted	= 5120.33 kWh used over 103 days	
	First 756.00 kWh x 8.377p	£63.33
	Next 4364.33 kWh x 3.883p	£169.47

**Total cost of gas used £232.80**

Gas units are converted to Kilowatt hours using the following formula:

metric units used	calorific value	volume correction	to convert to kWh	gas used in kWh
461	x 39.1	x 1.0226400	÷ 3.6	= 5120.33

## Your Consumption - Gas usage comparison



From **05 Mar 2011** to **04 Mar 2012**, you used **10473.73 kWh** of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£538.19**. (Based on the following tariff breakdown).

Period	Your tariff	Projected cost
05 Mar 12 - 04 Mar 13	standard	£538.19
		<b>£538.19</b>

To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8625)

## Where to write to

✉ Write to **British Gas PO BOX 4805, Worthing BN11 9QW**  
We'll reply to you as soon as we can  
Please include your meter reading

## Emergency? Smell gas?

! Call **0800 111 999** (24 hours)

To find the name and address of the company responsible for the gas pipeline delivery network to your home, please call 08701 600 229 (lines open Mon-Fri 8am to 9pm, excluding Bank Holidays).

## Your gas meter point reference number

**3311943606**  
London Electricity Pricing Area.  
G4S read your meter.

## Complaint relating to your energy account?

**Step 1** Please contact us on 0800 072 8632 go to [www.britishgas.co.uk/energycomplaint](http://www.britishgas.co.uk/energycomplaint) or write to British Gas Complaint Management Team, PO BOX 4804, Worthing BN11 9QU. We will do all we can to resolve your issue straight away.

**Step 2** If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 4803, Worthing BN11 9QT.

If you have followed steps 1 and 2, and your complaint is still unresolved at 8 weeks you have a right to contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via [www.os-energy.org](http://www.os-energy.org). The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award. Their final decision is binding on the energy supplier, not you as the customer or complainant.

## Advice?

Consumer Direct, the Government's helpline for consumer advice, offers clear, practical and impartial help and advice. You can call on 08454 04 05 06 or go to [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).

🏠 All Central heating enquiries: 0800 294 9650

## 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](http://britishgas.co.uk/consumerchecklist)