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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 £3.29 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 £3.29 in credit

What you paid £184.00

Gas you've used this period £139.44

Your Direct Debit discount £4.02 credit

VAT at 5% £6.77

Your new account balance £45.10 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:

2 June 2012

### Statement period:

04 Mar 12 - 02 Jun 12

You're on **standard** tariff.

### Message board

You could save money by insulating your home  
To find out more visit:  
[britishgas.co.uk/insulation21](http://britishgas.co.uk/insulation21)



**Start collecting points with us.**

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

## What next?

### Monthly Direct Debit - new payment amount

We know you trust us to keep your account in order so we regularly check you are paying the correct amount to cover the energy you are using. On this occasion we have found your Direct Debit payments need to change from £46.00 to £50.00. Your new payment amount will start from 8 Jul 2012.

## What you paid - thank you

Direct Debit	8 Mar 2012	£46.00
Direct Debit	10 Apr 2012	£46.00
Direct Debit	8 May 2012	£46.00
Direct Debit	8 Jun 2012	£46.00

**Total payments £184.00**

## Gas you've used this period

Meter number: **G4A00987190301**

4 Mar 12 - estimated 07610 Estimated

2 Jun 12 - estimated 07865 Estimated

= 255 metric units used over 91 days (estimated)

Gas units converted = 2817.79 kWh used over 91 days

First 668.00 kWh x 8.377p £55.96

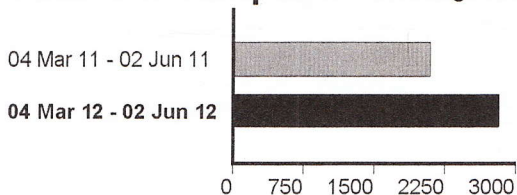
Next 2149.79 kWh x 3.883p £83.48

**Total cost of gas used £139.44**

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
255	x 38.9	x 1.0226400	÷ 3.6	= 2817.79

## Your Consumption - Gas usage comparison



From 04 Jun 2011 to 03 Jun 2012, you used 11240.16 kWh of gas. Using the same amount of gas over the next 12 months would cost you **£566.89**.

This may differ from your payment plan because we also look at elements such as normal weather patterns and existing balances when calculating your payment plan amount.

Period	Your tariff	Cost (inc. VAT)
04 Jun 12 - 03 Jun 13	standard	£566.89
		<b>£566.89</b>

## 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?

If you are unhappy with the service provided please contact us on 0800 072 8632, go to [britishgas.co.uk/energycomplaint](http://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.

If you remain unhappy please write to Andy Eley, Head of Complaints at the above address. If you're still not satisfied the Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit [adviceguide.org.uk](http://adviceguide.org.uk) or call the Citizens Advice consumer helpline on 08454 04 05 06.

If your complaint remains unresolved after 8 weeks you can contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 180010845 051 1513), or via [os-energy.org](http://os-energy.org)

## 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)



All Central heating enquiries: 0800 294 9650

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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)