

495 111

Mr P LISEWSKI
SECOND FLOOR FLAT D
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

Before this statement

Balance of your last statement	£45.10 in credit
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Call our free* fast automated line on 0800 107 0224 with your reading for a more accurate bill.

This statement

Balance brought forward	£45.10 in credit
What you paid	£100.00
Gas you've used this period	£78.13
Your Direct Debit discount	£1.07 credit
VAT at 5%	£3.85
Your new account balance	£64.19 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

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:

1 September 2012

Statement period:

03 Jun 12 - 01 Sep 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



Start collecting points with us.

To register visit
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	9 Jul 2012	£50.00
Direct Debit	8 Aug 2012	£50.00
Total payments		£100.00

Gas you've used this period

Meter number: **G4A00987190301**

3 Jun 12 - estimated	07865	Estimated
1 Sep 12 - estimated	07978	Estimated
= 113 metric units used over 91 days (estimated)		
Gas units converted	= 1239.04 kWh used over 91 days	
First 668.00 kWh x 8.377p		£55.96
Next 571.04 kWh x 3.883p		£22.17
Cost of gas used this period		£78.13

Total cost of gas used £78.13

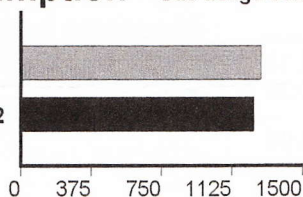
Gas units are converted to Kilowatt hours using the following formula:

metric units used	calorific value	volume correction	to convert to kWh	gas used in kWh
113	x 38.6	x 1.0226400	÷ 3.6	= 1239.04

Your Consumption - Gas usage comparison

03 Jun 11 - 01 Sep 11

03 Jun 12 - 01 Sep 12



From **03 Sep 2011** to **02 Sep 2012**, you used **11200.79 kWh** of gas. Using the same amount of gas over the next 12 months would cost you **£565.89**.

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)
03 Sep 12 - 02 Sep 13	standard	£565.89
		£565.89

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 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 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 0330 440 1624 (Textphone 0330 440 1600), or via 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



All Central heating enquiries: 0800 294 9650

Continued on the next page ➔

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)

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



Your Annual Gas Statement

for information only

Dear Mr Lisewski,

This annual statement summarises your gas account and aims to give you useful information on managing your energy more efficiently.

Your gas usage

From **31 Aug 2011** to **30 Aug 2012**, you used **11215.21** kilowatt-hours (kWh) of gas which puts you into our **Low** usage band.*

If you continue to use gas at the same rate over the next 12 months, your total annual cost should be around **£568.41**.

This estimate will be affected by changes in consumption and tariffs, and is based on the following breakdown, which includes estimated readings.

Period	Charges	Estimate
31 Aug 12 - 30 Aug 13	standard	£568.41
Total forecast for the next twelve months		£568.41

*Customers who have used between 0 kWh and 13750 kWh of gas over the last twelve month period fall into the Low usage band.

Is your tariff working for you?

We want to help you make the right decision about your tariff - it's just another thing we're doing to help look after your world.

Your current tariff

You're on **standard** Tariff.

The unit price you pay for your gas is:

Unit Price 1	8.796p up to 2680 kWh
Unit Price 2	4.077p for each unit over 2681 kWh

Could you save money?

We want to make it easier for you to choose the best possible tariff.

This table shows the average annual spend for the Low usage band comparing your current tariff to the other tariffs we offer. The comparison tariff costs are based on paying your bill by Direct Debit.

Tariff name	Type	End date	Exit fee	Average annual spend
Current tariff: Standard	Standard - Variable	None	No	£553
Clear & Simple	Variable	None	No	£540
Online Variable Aug 2013	Online Variable	31 Aug 13	Yes	£508
Fixed Price May 2014	Fixed	31 May 14	Yes	£588

Contact us

Manage your account online at

@ **britishgas.co.uk**

Or for enquiries call us on

0800 048 0202

Monday to Friday 8am - 8pm

Saturday 8am to 6pm.

**British Gas PO BOX 4805,
Worthing BN11 9QW**

**Customer reference number
8500 1044 7713**

**Statement date:
02 September 2012**

**Statement period:
31 Aug 2011 - 30 Aug 2012**

Your tariff:
You're on **standard** tariff.

Message board

Want to change your tariff?

If you wish to switch from your current tariff a cancellation fee will not be charged.

For further information and advice about the best tariff for you, give us a call or visit **britishgas.co.uk/tariffs**

Turn over for...

- 1 Changing supplier
- 2 Useful information
- 3 Where your money goes
- 4 Energy efficiency advice



Changing Supplier

You can get advice on switching suppliers from Citizens Advice consumer helpline on **08454 04 05 06** or by visiting www.adviceguide.org.uk

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus.

For more information log on to www.consumerfocus.org.uk

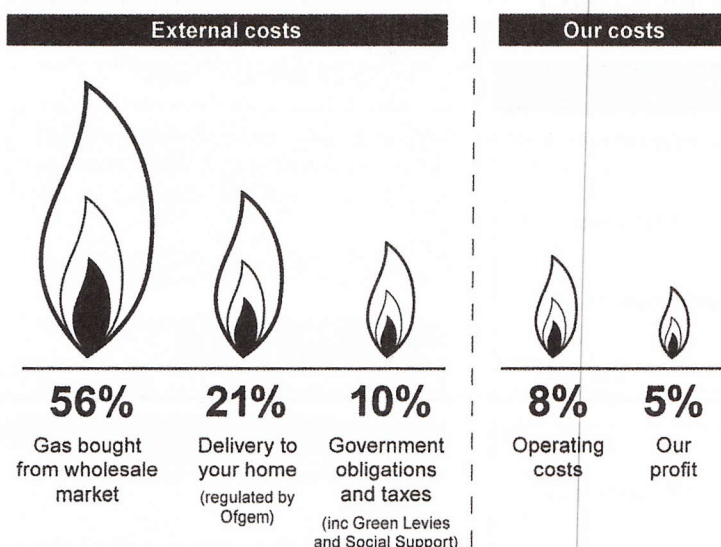
What about your security deposit?

As a result of credit checks, we can ask for a security deposit. If we have asked you for a security deposit and you have any questions relating to this, please call us on **0800 048 0202**.

Where your money goes

Where does your money go?

Your bill covers much more than just the wholesale cost of gas. Here's a breakdown of where your money currently goes.*



We use our profit to help secure future energy supplies for the UK, and we've invested more than £6 billion over the past 3 years.

* Example based on industry average consumption of 16,500 kWh per year and on average regional prices. Breakdown figures are indicative as at September 2011 and are based on actual costs from January to September 2011 and forecast costs for October to December 2011. Profit figure based on average profits for gas and electricity supply after tax from 2006 to 2010.

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

3311943606

London Electricity Pricing Area.
G4S read your meter.

Energy efficiency advice

There are lots of things you can do to reduce your energy consumption and energy bills. For further information visit britishgas.co.uk/energy-efficiency

- Fill in our Energy Savers Report for free, expert advice on how to cut up to one third off your energy bills
- British Gas can install insulation in your loft and you could save around £175 per year*
- Help reduce your bill by generating your own electricity with solar panels from British Gas. britishgas.co.uk/solar

*Savings figure source
www.energysavingtrust.org.uk/Energy-saving-assumptions, November 2011. Actual savings depend on individual circumstances.

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 8626)

Only pay for the energy you use, with **EnergySmart™**

Get monthly bills that are 100% accurate with EnergySmart™.

Simply enter your meter readings online, or via SMS. And as you'll see exactly what you're using it could help you save money.

EnergySmart™ benefits:

- Accurate monthly bills to help you budget.
- Easy, convenient online control.
- Useful tips and advice on energy efficiency.
- Plus a free electricity monitor – worth £39.99.

Visit britishgas.co.uk/energysmart today and see how you could start saving.