

276 111

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



179



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 £64.19
in credit

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

The charges you pay cover much more than just the cost of your gas.
See page 3 for a full breakdown of what you pay for →

This statement

Balance brought forward £64.19
in credit

What you paid £150.00

Gas you've used this period £141.08

Your Direct Debit discount £4.06
credit

VAT at 5% £6.85

Your new account balance £70.32
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:
30 November 2012

Statement period:
02 Sep 12 - 29 Nov 12

You're on **Standard** tariff.

Message board

Complete our online Energy Savers Report. You'll get a snap shot of your home's energy efficiency as well as recommendations on how to cut your energy use and help save money.

It's free and really simple to use.
Visit britishgas.co.uk/es today.



Start collecting points with us.

To register visit
britishgas.co.uk/collect

What next?

Please continue to make your regular payments.



What you paid - thank you

Direct Debit	10 Sep 2012	£50.00
Direct Debit	8 Oct 2012	£50.00
Direct Debit	8 Nov 2012	£50.00
Total payments		£150.00

Gas you've used this period

Meter number: **G4A00987190301**

2 Sep 12 - estimated	07978	Estimated
15 Nov 12 - estimated	08173	Estimated

= 195 metric units used over 75 days (estimated)

Gas units converted = 2160.33 kWh used over 75 days

First 551.00 kWh x 8.377p £46.16

Next 1609.33 kWh x 3.883p £62.49

Cost of gas used this period £108.65

16 Nov 12 - estimated **08173** Estimated at price change

29 Nov 12 - estimated **08233** Estimated

= 60 metric units used over 14 days (estimated)

Gas units converted = 664.71 kWh used over 14 days

First 103.00 kWh x 7.730p £7.96

Next 561.71 kWh x 4.357p £24.47

Cost of gas used this period £32.43

Total cost of gas used £141.08

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
195	x 39	x 1.0226400	+ 3.6	= 2160.33

The above illustration is based on the first meter read of this bill.

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

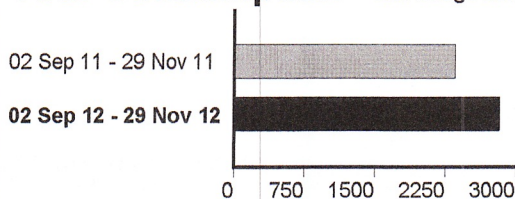
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To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8625)



British Gas
Looking after your world

Your Consumption - Gas usage comparison



From **01 Dec 2011** to **30 Nov 2012**, you used **11651.08 kWh** of gas. Using the same amount of gas over the next 12 months would cost you **£608.08**.

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)
01 Dec 12 - 30 Nov 13	Standard	£608.08
		£608.08

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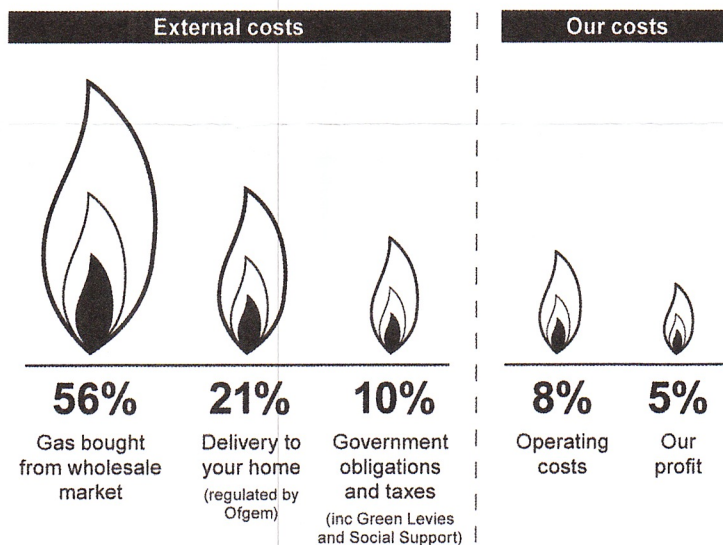
Statement period:

02 Sep 12 - 29 Nov 12

You're on **Standard** tariff.

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.

Message board

