



British Gas

Looking after your world

381 111

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



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Your winter gas update

Statement date:
15 Feb 2013

Statement period:
30 Nov 2012 - 12 Feb 2013

Your customer number:
85 00 10 44 77 13

1

What have I used?

£128.64

You're on our Standard tariff

Your actual gas
use this winter was

= 2525.92 kWh (kilowatt hours)

Your actual meter reading

Gas

0 8 4 6 1

I'd like more detail
See step 4

2

Your Monthly Direct Debit Account

Your account balance before	-£70.32
What you've used (including VAT & discounts)	£131.19
What you've paid	-£150.00
Direct Debit 10 Dec 2012	-£50.00
Direct Debit 8 Jan 2013	-£50.00
Direct Debit 15 Feb 2013	-£50.00
Your account balance now	-£89.13 credit

3

What happens next?

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

To manage your payments online
britishgas.co.uk/ddonline



I'd like more detail

What am I paying for?

Total gas kWh used **2525.92**

Your gas use in detail

Meter number: G4A00987190301

30 Nov 2012 - estimated meter reading 08233

12 Feb 2013 - we read your meter 08461

Actual units used over 75 days 228

(Unit calorific value for this period 39.00)

Gas units converted into kWh **2525.92**

Cost of first 551.00 kWh used at 7.730p £42.59

Cost of next 1974.92 kWh used at 4.357p £86.05

Total gas used £128.64

Direct Debit discount -£3.69

VAT at 5.00% £6.24

Total gas including VAT **£131.19**

Total **£131.19**

How does this compare with last year?

Calculations include estimated meter readings

Your gas use compared with last winter (kWh)

30 Nov 11 - 12 Feb 12 3925.61 kWh

30 Nov 12 - 12 Feb 13 **2525.92 kWh**

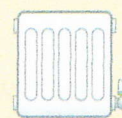
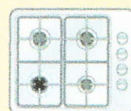
What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast
for a family of four

or

2 hours of warmth



Gas is a natural product. One unit does not always produce exactly the same amount of energy. In order to price energy from gas consistently, we convert your units used into kilowatt hours of energy, using the following formula:

a. metric units used	See detail
b. x calorific value	See detail
c. x volume correction	1.0226400
d. ÷ metric conversion	3.6
e. = kWh	See detail

Projected cost of gas over the next 12 months.

From **16 Feb 2012** to **15 Feb 2013**, you used **10291.52 kWh** of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£550.78**. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
15 Feb 13 - 14 Feb 14	Standard	£565.72
15 Feb 13 - 14 Feb 14	Direct Debit Discount	-£14.94
		£550.78

Can I save some money?

1. Review

Your current gas tariff is

Standard

The cost of your unit rates may change if the price of supplying you with energy changes.

Annual Cost: £550.78

No exit fee / No Standing Charge

2. Change

Take control of your payments at britishgas.co.uk

3. Be smarter



Sale - £400 off the cost of any new boiler we install. Just call 0800 009 4023 before 28th February.

To see all the ways you can save with us go to

britishgas.co.uk/betterdeal

Some of our tariff options are:

Online Variable February 2014

- Online - Variable
- Until 28.02.14

Annual Cost: £506.57

Clear & Simple

- Standard Variable
- No end date

Annual Cost: £538.94

Fix & Fall March 2014

- Fixed
- Until 31.03.14

Annual Cost: £555.02

These tariffs may incur an Exit Fee.

Go online to check your balance, change your payment or even take a payment holiday.

Where does my money go?

External Costs



52%
Wholesale gas costs



22%
Delivery to your home (Regulated by Ofgem)



11%
Government taxes (including Green Levies & Social Support)

Our Costs



9%
Operating costs



6%
Our profit

The information below shows how what you pay covers much more than just the wholesale cost of gas*.

*Breakdown figures based on actual British Gas cost averages from 2009 to 2011, including average annual consumption of 14,818 kWh of gas and average regional prices. Profit figure shown is after tax.

Where can I get some help?

For our team use these details

Online

britishgas.co.uk

To manage your account, flex your payments and submit your meter reads.

Speak to one of our team

0800 048 0202

Mon-Fri 8am - 8pm / Sat 8am - 6pm

Write

Our address is
British Gas
PO BOX 4805
Worthing
BN11 9QW

For account questions please have your meter reading handy.

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

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

Your gas meter point reference number is:

33 11 94 36 06

London Electricity Price area
G4S read your meter

Emergency

Smell gas?

0800 111 999

(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.

To find the name and address of the company responsible for the gas pipeline delivery network to your home, please call:

08701 600 229

Mon-Fri 8am - 9pm
excluding Bank Holidays.

If you're unhappy with the service we have provided

Please contact us on
0800 072 8632
Mon-Fri 8am-8pm /
Sat 8am-6pm

or go online at
britishgas.co.uk/energycomplaints

or write to
**British Gas
Complaints
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 same address.

Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit adviceguide.org.uk or call **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 online at os-energy.org

0800 calls free from BT land line.
Mobiles and other providers' charges may vary.
Calls may be monitored and/or recorded for quality and compliance purposes.

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