



# British Gas

Looking after your world

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

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## Your spring gas update



Statement date:  
17 May 2013

Statement period:  
13 Feb 2013 - 16 May 2013

You could start saving money now with  
**Tariff Check**

Go to section 5 of this bill to see how



Your customer number:  
85 00 10 44 77 13

1

### What have I used?

**£205.98**

You're on our Standard tariff

### Your gas use this spring was

**= 4198.78 kWh** (kilowatt hours)

Your actual meter reading

Gas

0 8 8 4 0

I'd like more detail  
See step 4

2

### Your Monthly Direct Debit Account

Your balance was in credit by	£89.13
What you've used (including VAT & discounts)	£209.38
What you've paid	-£150.00
Direct Debit 8 Mar 2013	-£50.00
Direct Debit 8 Apr 2013	-£50.00
Direct Debit 8 May 2013	-£50.00

Your account balance is in credit by **£29.75**  
credit

3

### What do I pay?

Your monthly payment  
will stay the same

**£50.00**

For more information  
See your annual review

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



## Your annual review

### Your Direct Debit is not changing

We regularly review your account and payments to make sure you're paying the right amount for your gas. To do this we look at your consumption and any price or tariff changes since your last reassessment.

As your account is in credit your balance will be rolled in to your new payment plan.

### Why your payments are not changing

Your new payment takes into account your credit balance and forecasted gas charges. We look at the total energy you use over the whole year, allowing for the different seasons when you may build up a credit or debit, and calculate your payments to cover your future energy consumption.

Things that can affect the amount of energy you use include new household appliances, the number of people in your home and the amount of time you're spending there.

### Your last annual review - June 2012 - May 2013

Balance carried forward from last year	£45.10 credit
<b>Your energy charges</b>	
Gas - 10788.78 kWh	£565.35
What you paid - thank you	£550.00
Balance carried forward	£29.75 credit

### Take control of your Direct Debit

To understand more about why your payments may have changed, or to manage your Direct Debit visit [britishgas.co.uk](http://britishgas.co.uk) and log in to your account, or register for one. Then select **Manage Account** and then **Check your plan**. You can adjust your monthly payments, request a refund and update your bank details.

You can help us give you accurate statements by sending us regular meter readings at [britishgas.co.uk/meterread](http://britishgas.co.uk/meterread)

### Your new annual review - May 2013 - April 2014

Balance carried forward from last year	£29.75 credit
<b>Your forecasted energy charges</b>	
Gas - 10981.56 kWh	£576.29
Total charges for this plan period	£546.54

#### New monthly payment

We've split your charges into 12 monthly payments

£50.00

### Your payments explained

Your plan year started on 17 May 2013 and includes twelve monthly payments.

So far you've made one payment of £50.00.

However, following the meter reading we received on 16 May 2013, your payments were reassessed and you are due to make 11 further payments of £50.00 starting from 8 June 2013.

### Your next reassessment

Your next annual reassessment will take place in April 2014.

However we will review your account in around 6 months time to help make sure you are paying just the right amount to cover your consumption.

If your payments need to change we'll let you know in advance and give a full explanation.



## I'd like more detail

What am I paying for?

**Total gas kWh used 4198.78**

### Your gas use in detail

Meter number: G4A00987190301

13 Feb 2013 - we read your meter 08461

16 May 2013 - we read your meter 08840

Actual units used over 93 days 379

(Unit calorific value for this period 39.00)

**Gas units converted into kWh 4198.78**

Cost of first 683.00 kWh used at 7.730p £52.80

Cost of next 3515.78 kWh used at 4.357p £153.18

Total gas used £205.98

Direct Debit discount -£6.57

VAT at 5.00% £9.97

**Total gas including VAT £209.38**

**Total £209.38**

### How does this compare with last year?

Calculations include estimated meter readings

**Your gas use compared with last spring (kWh)**

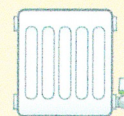
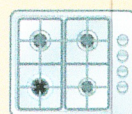
13 Feb 12 - 16 May 12 3443.89 kWh

13 Feb 13 - 16 May 13 **4198.78 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	379
b. x calorific value	39.0
c. x volume correction	1.0226400
d. ÷ metric conversion	3.6
e. = kWh	4198.78

### Projected cost of gas over the next 12 months.

From **18 May 2012** to **17 May 2013**, you used **11018.69 kWh** of gas. Using the same amount of gas over the next 12 months would cost you **£582.63**.

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
17 May 13 - 16 May 14	Standard	£599.00
17 May 13 - 16 May 14	Direct Debit Discount	-£16.37
		<b>£582.63</b>







## Can I save some money?

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

[britishgas.co.uk/tariffcheckbill](http://britishgas.co.uk/tariffcheckbill)

Look at your personalised Tariff Check table below to see if you could be on a better deal with us. Prices are based on your actual consumption and on paying by Direct Debit.

### 1. Tariff Check

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: £582.63**

No exit fee / No Standing Charge

#### Online Variable May 2014

- Online - Variable  
- Until 31.05.14

**Annual cost: £547.83**

£30.00 early exit fee applies to this tariff.

#### Clear & Simple

- Standard Variable  
- No end date

**Annual cost: £570.72**

This tariff does not have an early exit fee.

#### Price Promise July 2014

- Fixed  
- Until 31.07.14

**Annual cost: £607.21**

£35.00 early exit fee applies to this tariff.

### 2. Change

Take control of your payments at [britishgas.co.uk](http://britishgas.co.uk)

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

### 3. Be efficient

Manage your energy consumption

See how your energy use compares with others in your neighbourhood [britishgas.co.uk/compare](http://britishgas.co.uk/compare)

### 4. Be smarter



Set up a Monthly Fixed Direct Debit online and you could win £12,000 in the Big Break prize draw. Set yours up now at [britishgas.co.uk/bigbreak](http://britishgas.co.uk/bigbreak). We'll also donate 50p to Shelter when you do.

## Where does my money go?

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

External Costs

Our Costs



**51%**  
Wholesale gas costs



**23%**  
Delivery to your home (Regulated by Ofgem)



**4%**  
Environmental & Social tax



**7%**  
Corporation tax & VAT



**8%**  
Operating costs



**7%**  
Our profit

\*Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 14,666 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

### britishgas.co.uk

To manage your account, pay your bill and submit your meter reads.

Speak to one of our general enquiries 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](http://britishgas.co.uk/consumerchecklist)

### Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

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

or write to  
British Gas  
Complaints  
Management Team,  
PO BOX 4804,  
Worthing BN11 9QU

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.

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

We will do all we can to resolve  
your issue straight away. If you  
remain unhappy please write to  
Kevin Roxburgh, Director of  
Customer Service, at the same  
address.

Citizens Advice consumer  
service provides free,  
confidential and impartial  
advice on consumer issues. Visit  
[adviceguide.org.uk](http://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  
[ombudsman-services.org/energy.html](http://ombudsman-services.org/energy.html)



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