



# British Gas

Looking after your world

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

552 111

You could save money with  
Tariff Check – see how in  
your Annual Statement

And now, no early exit fees to  
switch between our tariffs

Your customer number:  
85 00 10 44 77 13



## Your summer gas update

Statement date:  
3 Sep 2013

Statement period:  
17 May 2013 - 3 Sep 2013

1

### What have I used?

**£76.01**

You're on our Standard tariff

### Your estimated gas use this summer was

**= 1118.93 kWh** (kilowatt hours)

Your estimated meter reading

Gas

0 8 9 4 1

I'd like more detail  
See step 4

2

### Your Monthly Direct Debit Account

Your balance was in credit by	£29.75
Total charges (including VAT & discounts)	£79.20
What you've paid	-£150.00
Direct Debit 10 Jun 2013	-£50.00
Direct Debit 8 Jul 2013	-£50.00
Direct Debit 8 Aug 2013	-£50.00

Your account balance is in credit by **£100.55**  
credit

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



## I'd like more detail

What am I paying for?

Total gas kWh used **1118.93**

### Your gas use in detail

Meter number: G4A00987190301

17 May 2013 - we read your meter 08840  
 3 Sep 2013 - estimated meter reading 08941  
 Estimated units used over 110 days 101

(Unit calorific value for this period 39.00)

**Gas units converted into kWh 1118.93**

Cost of first 808.00 kWh used at 7.730p £62.46

Cost of next 310.93 kWh used at 4.357p £13.55

Total gas used £76.01

Direct Debit discount -£0.58

VAT at 5.00% £3.77

**Total gas including VAT £79.20**

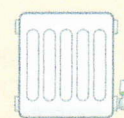
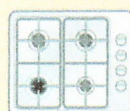
**Total £79.20**

### 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	101
b. x calorific value	39.0
c. x volume correction	1.0226400
d. ÷ metric conversion	3.6
e. = kWh	1118.93

### How does this compare with last year?

Calculations include estimated meter readings

#### Your gas use compared with last summer (kWh)

17 May 12 - 3 Sep 12 1521.11 kWh

17 May 13 - 3 Sep 13 **1118.93 kWh**

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

From **04 Sep 2012** to **03 Sep 2013**, you used **10643.16 kWh** of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£566.18**. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
3 Sep 13 - 2 Sep 14	Standard	£581.81
3 Sep 13 - 2 Sep 14	Direct Debit Discount	-£15.63
		<b>£566.18</b>



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## Can I save some money?

### 1. Change

Submit meter reads online at [britishgas.co.uk](http://britishgas.co.uk)

### 2. Be efficient

Manage your energy consumption

For a complete checklist of suggestions on how to save go to

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

Giving us your meter reads means you only pay for the energy you use.

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

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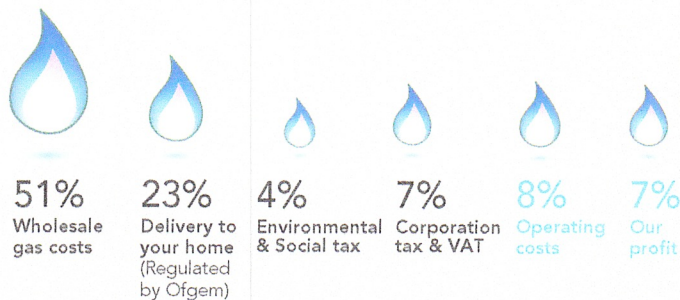
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## Where does my money go?

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

External Costs

Our Costs



\*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.

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 **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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# British Gas

Looking after your world

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

T

## Your annual gas statement



Statement date:  
3 Sep 2013

Statement period:  
31 Aug 2012 - 30 Aug 2013

1

### What did I use last year?

You used

**10658.82 kWh** (kilowatt  
hours)

Calculations include estimated meter readings.

2

### What will I spend next year?

Our forecast, based on the breakdown below, assumes you will use the same amount of gas as last year but could be affected by changes in consumption and tariffs.

Period	Charges	Estimate
31 Aug 13 - 30 Aug 14	Standard	£568.16

**Total forecast for the next 12 months** **£568.16**  
(this includes VAT)

3

### Am I on the right tariff?

Your current tariff is

#### Standard

The unit price you currently pay is 8.116p up to 2680 kWh and 4.574p thereafter.

**Annual cost: £566.87**

There are no early exit fees to switch between any of our tariffs.

#### Fixed Price October 2014

- Fixed
- Until 31.10.14

**Annual cost:**  
**£543.80**

£30.00 early exit fee applies to this tariff if you change supplier before 31 October 2014.

#### Clear & Simple

- Standard
- Variable
- No end date

**Annual cost:**  
**£554.99**

This tariff does not have an early exit fee.

#### Price Promise July 2015

- Fixed
- Until 31.07.15

**Annual cost:**  
**£606.36**

£50.00 early exit fee applies to this tariff if you change supplier before 31 July 2015.

To find out more speak to one of our team or go to our website

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



## What have I saved?



Take gas and electricity with us to get our Dual Fuel discount. It's easy to switch, just go online at

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



Only pay for the energy you use, with EnergySmart™ – by entering meter readings online your bills will be 100% accurate. Go online at

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



Save money by insulating your home. Save up to £135 a year with cavity wall insulation and up to £175 with loft insulation\*. Find out more at

[britishgas.co.uk/insulation21](http://britishgas.co.uk/insulation21)

\* Source Energy Saving Trust

## 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



**51%**  
Wholesale  
gas costs



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



**4%**  
Environmental  
& Social tax



**7%**  
Corporation  
tax & VAT

Our Costs



**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

## Can I change supplier?

We won't charge you any exit fee if you decide to change to another supplier.

### What about my security deposit?

As a result of credit checks, we may have asked 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.

You can get advice on changing suppliers from Citizens Advice consumer helpline on **08454 04 05 06** or by Visiting [adviceguide.org.uk](http://adviceguide.org.uk)

Consumer Focus has a Confidence Code for online switching 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 [consumerfocus.org.uk](http://consumerfocus.org.uk)

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