



British Gas

Looking after your world

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

T

Your autumn gas update



Statement date:
23 Nov 2013

Statement period:
4 Sep 2013 - 22 Nov 2013

Your customer number:
85 00 10 44 77 13

1

What have I used?

£169.34

You're on our Standard tariff

Your gas use this autumn was

= 3432.06 kWh (kilowatt hours)

Your actual meter reading

Gas

0 9 2 5 0

I'd like more detail
See step 4

2

Your Monthly Direct Debit Account

Your balance was in credit by	£100.55
Total charges (including VAT & discounts)	£172.22
What you've paid	-£150.00
Direct Debit 9 Sep 2013	-£50.00
Direct Debit 8 Oct 2013	-£50.00
Direct Debit 8 Nov 2013	-£50.00

Your account balance is in credit by **£78.33**
credit

3

What do I pay?

Your monthly payment
will increase to

Your new payment
will start on 8 Dec 2013

£57.00

Why are my payments more?
See step 4

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

I'd like more detail

What am I paying for?

Total gas kWh used **3432.06**

Your gas use in detail

Meter number: G4A00987190301

4 Sep 2013 - estimated meter reading 08941

22 Nov 2013 - we read your meter 09250

Actual units used over 80 days 309

(Unit calorific value for this period 39.10)

Gas units converted into kWh **3432.06**

Cost of first 587.00 kWh used at 7.730p £45.38

Cost of next 2845.06 kWh used at 4.357p £123.96

Total gas used £169.34

Direct Debit discount -£5.32

VAT at 5.00% £8.20

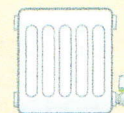
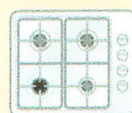
Total gas including VAT **£172.22**

Total **£172.22**

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	309
b. x calorific value	39.1
c. x volume correction	1.0226400
d. ÷ metric conversion	3.6
e. = kWh	3432.06

Why your payments are more

We're increasing your payments because the amount of energy you're using has changed since our original forecast. We'll carry your balance forward to your annual review. If we've a recent meter reading and you're more than £100 in credit at your annual review we'll automatically refund you.

How does this compare with last year?

Calculations include estimated meter readings

Your gas use compared with last autumn (kWh)

4 Sep 12 - 22 Nov 12 2448.33 kWh

4 Sep 13 - 22 Nov 13 **3432.06 kWh**

Projected cost of gas over the next 12 months.

From **25 Nov 2012** to **24 Nov 2013**, you used **11632.33 kWh** of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£661.65**. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
24 Nov 13 - 23 Nov 14	Standard	£661.65

5

Can I save some money?

1. Change

Take control of your payments at 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

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

See how your energy use compares with others in your neighbourhood britishgas.co.uk/compare

05813000133396C0000000441003030000



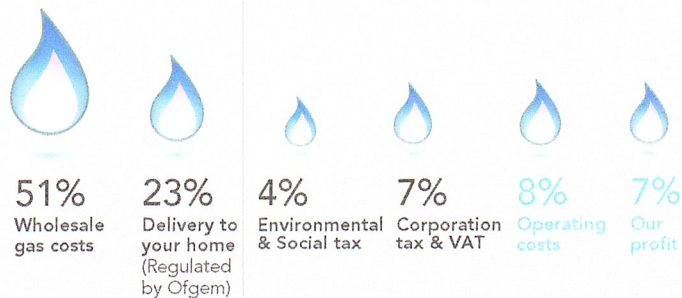
6

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

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

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 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



British Gas Trading Limited Registered in England No. 3078711. Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. VAT Registered Number 684 9667 62. Bill date 23 November 2013.