



British Gas

Looking after your world

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Gas and electricity prices have been reduced from 1 January. For dual fuel customers this will be an average cut of £41. Your bill calculations will now include the new lower prices. Find out more at britishgas.co.uk/decrease

Your winter gas update

Statement date:
6 Mar 2014

Statement period:
23 Nov 2013 - 6 Mar 2014

Your customer number:
85 00 10 44 77 13

1

What have I used?

£247.63

You're on our Standard tariff

Your estimated gas use this winter was

= 4895.23 kWh (kilowatt hours)

Your estimated meter reading

Gas

0 9 6 9 3

I'd like more detail
See step 4

2

Your Monthly Direct Debit Account

Your balance was in credit by	£78.33
Total charges (including VAT)	£260.01
What you've paid	-£221.00
Direct Debit 9 Dec 2013	-£50.00
Direct Debit 8 Jan 2014	-£57.00
Direct Debit 10 Feb 2014	-£57.00
Direct Debit 10 Mar 2014	-£57.00

Your account balance is in credit by **£39.32**
credit

3

What do I pay?

Your monthly payment
will decrease to

Your new payment
will start on 8 Apr 2014

£54.00

Why are my payments less?
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 4895.23

Your gas use in detail

Your 0.3 p/kWh Direct Debit discount has already been applied to your unit rates.

Meter number: G4A00987190301

23 Nov 2013 - we read your meter	09250
31 Dec 2013 - estimated meter reading	09413
Estimated units used over 39 days	163

(Unit calorific value for this period 38.9)

Gas units converted into kWh 1801.18

1801.18 kWh x 4.640p £83.57

Cost of gas used this period £83.57

Standing Charge £9.66

23 Nov 13 - 31 Dec 13

39 days at 24.770p/day

1 Jan 2014 - estimated meter reading at price change	09413
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6 Mar 2014 - estimated meter reading	09693
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Estimated units used over 65 days	280
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(Unit calorific value for this period 38.9)

Gas units converted into kWh 3094.05

3094.05 kWh x 4.470p £138.30

Cost of gas used this period £138.30

Standing Charge £16.10

1 Jan 14 - 6 Mar 14

65 days at 24.770p/day

Total gas used	£247.63
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VAT at 5.00%	£12.38
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Total gas including VAT	£260.01
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Total	£260.01
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How does this compare with last year?

Calculations include estimated meter readings

Your gas use compared with last winter (kWh)

23 Nov 12 - 6 Mar 13	4138.00 kWh
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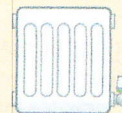
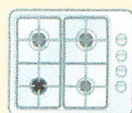
23 Nov 13 - 6 Mar 14	4895.23 kWh
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What's a kilowatt hour?

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

Why your payments are less

We're reducing 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.

Projected cost of gas over the next 12 months.

From 07 Mar 2013 to 06 Mar 2014, you used 12384.12 kWh of gas. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be £676.17. (Based on the following breakdown including VAT).

Period	Your tariff	Cost
6 Mar 14 - 5 Mar 15	Standard	£676.17

Can I save some money?

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: £676.17

There are no early exit fees to switch between any of our tariffs / Standing Charge 24.770p per day.

2. Change

Submit meter reads online at britishgas.co.uk

3. Be efficient

Manage your energy consumption

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

britishgas.co.uk/betterdeal

Fixed Price May 2015

- Fixed dual fuel
- Until 31.05.15

Annual cost: £600.75

£30.00 early exit fee applies to this tariff if you change supplier before 31 May 2015.

Fix & Control August 2015

- Fixed dual fuel
- Until 31.08.15

Annual cost: £708.42

£30.00 early exit fee applies to this tariff if you change supplier before 31 August 2015.

Fixed Price March 2016

- Fixed
- Until 31.03.16

Annual cost: £709.98

£50.00 early exit fee applies to this tariff if you change supplier before 31 March 2016.

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

Where does my money go?

External 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

Our Costs

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

*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

For account questions please have your meter reading handy.

Write

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

Our Priority Service Register is a free, confidential service that provides additional support to those most in need. To find out about eligibility and the services on offer, such as free gas safety checks and the password protection scheme, call us on 0800 0728625 or go to britishgas.co.uk/Priority-Service-Register

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

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

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

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.

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



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