



British Gas

Looking after your world

364 111

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

T



374



Your gas update

Your customer number:
85 00 10 44 77 13

Statement date:
26 Nov 2014

Statement period:
4 Jun 2014 - 24 Nov 2014

1

What's my balance?

You are in
credit by

£322.26

Gas tariff: Standard

| | |
|-------------------------------|----------|
| Your balance was in credit by | £83.55 |
| Total charges (including VAT) | £46.29 |
| What you've paid | -£285.00 |
| Direct Debit 8 Jul 2014 | -£57.00 |
| Direct Debit 8 Aug 2014 | -£57.00 |
| Direct Debit 8 Sep 2014 | -£57.00 |
| Direct Debit 8 Oct 2014 | -£57.00 |
| Direct Debit 10 Nov 2014 | -£57.00 |

Your account balance is in credit by £322.26

2

What do I pay?

Your monthly payment will decrease to **£26.00**.

Based on your actual gas use this period your new payment of **£26.00** will start on **8 Jan 2015**.

3

Could I pay less?

Remember - it might be worth thinking about switching your tariff or supplier*.

Your 12 month Personal Projection for your current tariff is **£408.25**

Great news, you're already on our cheapest tariff.

We'll continue to review your account and let you know when there's a cheaper tariff you could switch to.

If you want to look at other available tariffs go to britishgas.co.uk/tariffs

All of the prices above include VAT and any discounts.

Your Personal Projection is an estimate based on your previous consumption, and could be affected by future tariff, price or consumption change. All tariffs subject to availability.

* You will not be charged an exit fee if you switch supplier.

See step 4 for more details about your account and tariff

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

I'd like more detail

About your tariff

This information will help you to compare your current tariff with others available.

Your gas tariff

| | |
|--|----------------------|
| Tariff name | Standard |
| Payment method | Monthly Direct Debit |
| End date | No end date |
| Exit fees (if you switch supplier before end date) | Not applicable |
| Your actual usage in the last 12 months | 6835.41 kWh |

About your TCR

Tariff Comparison Rate (TCR)

5.34p per kWh

The TCR can be used to compare the price of energy tariffs across suppliers.

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 13,500 kWh of gas and should be used as a guide only.

For more information on our tariffs and TCRs go to britishgas.co.uk/tariffs

Your gas use in 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 £5 in credit at your annual review we'll automatically refund you.

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

Meter number: G4A00987190301

| | |
|--|-------|
| 4 Jun 2014 - estimated meter reading | 09875 |
| 3 Sep 2014 - estimated meter reading | 09875 |
| Estimated units used over 92 days (Unit calorific value for this period 39.2) | 0 |

Gas units converted into kWh

0.00

| | |
|---|-------|
| 4 Sep 2014 - estimated meter reading | 09875 |
| 24 Nov 2014 - we read your meter | 09877 |
| Actual units used over 82 days (Unit calorific value for this period 39.2) | 2 |

Gas units converted into kWh

22.27

| | |
|---|--------|
| 22.27 kWh x 4.470p | £1.00 |
| Cost of gas used this period | £1.00 |
| Standing Charge | £43.09 |
| 4 Jun 14 - 24 Nov 14 174 days at 24.770p/day | |
| Total gas used | £44.09 |
| VAT at 5.00% | £2.20 |
| Total gas including VAT | £46.29 |

Total £46.29

Your actual meter reading

Gas 0 9 8 7 7

How we calculate your gas cost?

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 m ³ |
| b. x calorific value | See detail |
| c. x volume correction | 1.0226400 |
| d. ÷ kWh conversion | 3.6 |
| e. = kWh | See detail |

How does this compare with last year?

4362.03 kWh

4 Jun 13 - 24 Nov 13

22.27 kWh

4 Jun 14 - 24 Nov 14

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
policies



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 13,500 kWh of gas and average regional prices. Profit figure shown is after tax. For more information on environmental and social policies visit ofgem.gov.uk/environmental-programmes.

Can I save some money?

For more information on energy efficiency, to track your energy usage, or have a live online chat with one of our Energy Consultants, visit: britishgas.co.uk/energysaving

1. Insulation

9 out of 10 homes that need loft and cavity wall insulation will now get it for free.* Check if you're eligible today by calling 0800 107 8499 or visiting britishgas.co.uk/eco

If you don't qualify for free insulation, you might be able to access a loan for energy saving improvements via the government's Green Deal, which you pay back through your energy bill. For more information on Green Deal, visit britishgas.co.uk/greendeal

2. Be energy aware

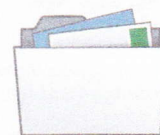
One of the best ways to reduce your bill is to use less energy. At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: britishgas.co.uk/energysaving

*British Gas installs in mainland Great Britain only. Free installations are through the Energy Company Obligation and are subject to assessment, technical survey and eligibility criteria. The funding available is to cover insulation and if needed extra specialist equipment i.e. scaffolding and vents. Some properties require more specialist equipment which cannot always be covered, if you need more, you have the option to pay the extra. Tenants must seek landlords permission.

3. Change

Take control of your payments at britishgas.co.uk/ddonline

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



4. Be efficient

Manage your energy consumption.

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



Where can I get some help?

Your gas meter point
reference number is:

33 11 94 36 06

London Electricity Price Area
G4S read your meter

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 to:

British Gas
PO BOX 227
Rotherham
S98 1PB

For account questions please
have your meter reading handy.

Know your rights

It's easy to get free,
independent advice so
that you 'Know your
rights' as an energy
consumer. You might
want to get a better deal,
find out how to make a
complaint, get advice
about the quality of your
electricity or gas supply,
or ask for help if you're
struggling to pay your
bills. To 'Know your
rights' visit
www.citizensadvice.org.uk/energy
for up to date
information or contact the
Citizens Advice consumer
service on
03454 04 05 06 for a
paper copy.

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**

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 are 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 226
Rotherham
S98 1PB**

We will do all we can to resolve
your issue straight away. If this
is not possible we will aim to
resolve the matter for you
within 14 days.

When you contact us to make a
complaint we will apologise,
provide you with an
explanation and confirm what
action needs to be taken, this
may include a goodwill gesture.
If you remain unhappy please
write to Kevin Roxburgh,
Director of Customer Service,
PO BOX 226, Rotherham, S98
1PB.

The Citizens Advice consumer service
provides free confidential and
impartial advice on consumer issues
and can be contacted at any stage of
the complaint process. Visit
citizensadvice.org.uk/energy or call
the Citizens Advice consumer helpline
on **03454 04 05 06**.

If your complaint remains unresolved
after eight weeks or we issue you with
a deadlock letter you can contact the
Ombudsman Services: Energy. The
Ombudsman is there to help resolve
disputes between energy suppliers
and their customers and can provide
free, independent help and advice.
Write to PO Box 966, Warrington,
WA4 9DF

Call **0330 440 1624**
(Textphone 0330 440 1600)
Fax 0330 440 1625,
email
enquiries@os-energy.org
or go online at
[ombudsman-services.org/
energy](http://ombudsman-services.org/energy)

They may ask us to apologise,
explain what has gone wrong,
correct the problem or give
you a financial award. You do
not have to accept their
decision.



Calls to a 0800 number are free from a BT Calling Plan. Mobile and other providers' charges may vary. If you are hard of hearing or speech impaired and use a textphone, please call **18001 0800 072 8626**. Calls may be recorded and monitored for quality assurance and compliance purposes.

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