




British Gas

Looking after your world

238 000

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Your annual gas summary

Date:
31 August 2015

Summary period:
31 Aug 2014 - 30 Aug 2015

Dear Mr Lisewski,

We've sent you this annual summary for your information. To help you budget, you can see how much gas you've used in the past year, your estimated costs for the next year and how you might be able to save. Please keep this for your records.

We've also given you the details of your tariff you're currently on, so you can compare with others and decide if it's the best value for you.

Your customer number:
85 00 10 44 77 13

You can contact us online at britishgas.co.uk/contactus
Or call: **0800 048 0101**†

If you're hard of hearing or speech impaired and use a Textphone, please call:
18001 0800 072 8633
Mon-Fri 8am-8pm / Sat 8am-6pm

Summaries for the visually impaired:
Call us: **0800 072 8625**†

Remember – it might be worth thinking about switching your tariff or supplier†.

1

Your gas usage summary

You're on our Standard tariff
You used

6133.39 kWh (kiloWatt hours)

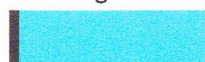
Calculations include estimated meter readings.

If you use the same amount of energy over the next 12 months and stay on the same tariff, we estimate your cost will be **£339.49†**.

How does your gas use compare to last year?



10387.17 kWh
31 Aug 2013 - 30 Aug 2014



6133.39 kWh
31 Aug 2014 - 30 Aug 2015

† Based on our current prices and includes some discounts and added charges, like VAT. If the price of your tariff changes or you change your tariff, or the amount you use, this forecast will change too.

2

Could you pay less?

Your 12 month Personal Projection for your current tariff is **£339.49***.

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

But we'll continue to review your account and we'll 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/tariffcheck

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 before your tariff's end date.

More about my tariff
See step 4

† We record calls to help improve our service to you. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626

How could you save money?

1. Get free insulation in your home

If your home isn't properly insulated, you could be wasting money. As much as £140 through the loft and £160 through the walls, every year (that's what the Energy Saving Trust estimate, you can find out more at energysavingtrust.org.uk). The good news is, we're working with the government to roll out free insulation to millions of homes across Britain.

It's easy to see if your home is suitable

Fill in our survey online at britishgas.co.uk/insulation or give us a ring on 0800 107 8499† to check if your home is one of the millions that can get it for free.

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 You can get impartial advice on simple ways to save energy and money from the Energy Saving Advice Service. Just give them a call on 0300 123 1234

^There are a few areas of the country we can't reach, to check if you live in one of them just give us a call. Modern houses are built with insulation - check the details on our website. We give free insulation under the Energy Companies Obligation and we'll need to do a survey to make sure your house qualifies. We'll cover the cost of the insulation itself but if your house needs more vents than usual, or we need to use scaffolding, you may need to help with the cost. But don't worry, we'll tell you in advance if this applies to your home. If you rent your house, you'll need your landlord's written permission.

†We're here Monday to Friday 8am to 8pm and Saturdays 8am to 4pm. Calls are free from a BT landline but may be charged by other networks or mobile providers. From 1st July 2015 it will also be free from mobiles.

About your gas tariff

Tariff details

Tariff name	Standard
Tariff type	Variable
Payment method	Monthly Direct Debit
Unit rate	4.110p per kWh
Standing charge	26.010p per day
Tariff end date	No end date
Price guaranteed until	No end date
Exit fee (if you switch supplier before end date)	Not applicable
Discounts and additional charges	
Dual fuel discount	£15.00
Additional products and services included	Not applicable

Estimated gas cost for you on this tariff for the next 12 months

Your annual consumption (based on your actual usage in the last 12 months)	6133.39 kWh
Personal projection (based on current prices, including VAT)	£339.49
Tariff Comparison Rate (TCR)	4.80p per kWh

Key contractual terms

Exit fees

You may end your contract at any time without being charged an exit fee. We will need you to provide a meter reading and if you have any outstanding charges on your account, we can ask you to clear them before allowing you to move to another supplier.

Dual fuel discount

£15 annual discount when you have both gas and electricity with us.

Price Changes

Prices may increase or decrease at any time. We will give you 30 days advance notice before we increase your prices.

Need independent advice about switching your tariff or supplier?

For impartial advice on switching suppliers contact **Citizens Advice** adviceguide.org.uk/energy or call 03454 04 05 06

Ofgem has a **Confidence Code** for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons. ofgem.gov.uk/confidence-code

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 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.

Glossary

Tariff

This is the package you signed up to for supplying you with gas.

Estimate

If we do not have a meter reading for you we will estimate one based on your previous gas usage. Contacting us with up-to-date meter readings means we can make sure your bills are correct.

kWh

A kWh (kiloWatt hour) is the unit used to measure energy.

Personal Projection

This is an estimate of your gas charges for the year ahead, based on your actual gas usage over the last 12 months. You can use the projection to compare the costs of other tariffs.

Switch

To change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.

Tariff Comparison Rate (TCR)

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 12,500 kWh gas and should be used as a guide only.

Unit rate

This is a form of measurement which explains how much you are paying for your energy. This figure is represented as pence per kWh.

Standing Charge

This is a fixed amount that's applied to your gas bill daily.