

British Gas
PO Box 4805
Worthing
BN11 9QW

Mr P Lisewski
Second Floor Flat D
40 Gledstanes Road
LONDON
W14 9HU

This letter relates to the
supply at the following address:

Ref: 850010447713
850009444534

SECOND FLOOR FLAT D
40 GLEDSTANES ROAD
LONDON
W14 9HU

July 2011

Tel: 0800 980 1917

Prices are increasing but we want to help manage your energy costs

Dear Mr P Lisewski

You may have seen in the news recently, world oil and gas prices are rising – an issue facing all energy suppliers. This means the cost of supplying gas and electricity to your home has increased in the last few months and may continue to rise.

Unfortunately, as a result, we have to increase our prices. So, for a customer with average usage on our Standard tariff, electricity prices will rise on average by 16% and gas prices will rise on average by 18%*. I'm sorry we haven't been able to hold this increase off any longer. Your new prices will come into effect on 18th August 2011 and are printed on the back of this letter.

Get peace of mind with no more price rises for 2 winters – guaranteed

You can fix your gas and electricity prices until 2013 by signing up to our new Price Promise March 2013 tariff. This means that if prices go up before then, you can have the peace of mind that yours won't – and that's guaranteed. To have the assurance that comes with fixing your prices, we buy your gas and electricity in advance. Given the volatile nature of energy prices and the current economic climate, this means to do this there is a 5% premium on top of our new standard tariff rates that come into effect from 18th August 2011[†]. Applying is easy, just complete the coupon below, visit britishgas.co.uk/pricepromise or call 0800 980 1917 before 18th August 2011. Please note there is limited availability.

Get more control on your bills and only pay for the energy you use

Another way to save up to £125* is with EnergySmart™. Simply submit monthly meter readings online, by SMS or iPhone app and you'll get accurate monthly bills – this means you only pay for what you use. You can add EnergySmart™ to most of our tariffs at britishgas.co.uk/howtosave and we'll also give you a free electricity monitor worth £39.99.

I know there is never a good time to raise prices, so thank you for being a British Gas customer. You are important to us.

Yours sincerely



Phil Bentley
Managing Director

Your next Direct Debit review will take into account your new prices and any changes in your energy usage. We will write to you in advance if your payments need to change so you don't need to contact us.

For full terms and conditions please see overleaf

If you wish to end your gas and/or electricity supply contract before these changes apply to you, please contact us on 0800 980 1917 by 18th August 2011. Lines are open 8am-6pm Monday to Friday. You must arrange alternative supply and pay all outstanding balances.

Impartial information about changing your energy supply is available from Consumer Direct on 08454 04 05 06 or at www.consumerdirect.gov.uk.

If you have outstanding charges on your account we usually ask you to clear your bill before allowing you to move to another supplier. If this happens, your existing terms and conditions (and prices) will be applied for 30 working days from the date we told you that we will prevent the transfer. Once you pay the outstanding balance, your new supplier can reapply to take over your supply.

