



British Gas

165 111

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



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Your payments have changed

Hello Mr Lisewski

We reviewed your account to check your payments are covering your gas usage. Your payments have been changed from £37.00 to £50.46 a month.

Your first payment of £50.46 will be taken on the 8 January 2016.

You've used more gas than expected so your payments have been changed from £37.00 to £50.46 a month, so you don't underpay.

Your monthly payments explained

Old payment amount



+

£8.56

+

£4.90

=

£50.46

New payment amount

Total underpayment to be included in this plan £34.24

What we've added to keep you on track in the future £19.60

Total amount left to pay £201.84

Customer reference number

85 00 10 44 77 13

Contact us

britishgas.co.uk

0800 316 6378*

Monday to Friday
between 8am and 8pm
and on Saturdays from
8am to 6pm.



Letter reference

PAY/PSC/REAS/F/INC

7 December 2015

PTO >

Why?

Your energy use has been higher than expected. If you'd kept using the same amount of energy and paying £37.00, you'd owe £53.84 at the end of your payment plan. By paying £50.46 a month, you won't owe anything.

For your Gas

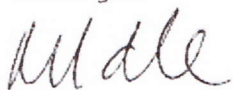
- Your tariff is the same but the cost of each kilowatt hour has gone down.

To check you're paying the right amount we've used actual meter readings and considered you may use different amounts of energy across the year.

- Your gas payment plan runs from 21 May 2015 to 29 April 2016.

To talk to us about your payments or anything on this letter call us on 0800 316 6378 or visit **britishgas.co.uk/review** to manage your payments online.

Thank you



Matt Idle
Managing Director, Energy Customer Service

Need help reading this?

If you'd like a large print, Braille or audio version of this letter, call us free on 0800 365 100*



British Gas

Looking after your world

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

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Your gas statement

Statement date:
28 Nov 2015

Statement period:
21 May 2015 - 27 Nov 2015

Your customer number:
85 00 10 44 77 13

1

What's my balance?

You are in
credit by

£3.72

Gas tariff: Standard

Your balance was in credit by	£234.14
Total charges (including VAT & adjustments)	£452.42
What you've paid	-£222.00
Direct Debit 8 Jun 2015	-£37.00
Direct Debit 8 Jul 2015	-£37.00
Direct Debit 10 Aug 2015	-£37.00
Direct Debit 8 Sep 2015	-£37.00
Direct Debit 8 Oct 2015	-£37.00
Direct Debit 9 Nov 2015	-£37.00

Your account balance is in credit by **£3.72**

See step 4 for more details about your account and tariff

2

What do I pay?

Your monthly payment will increase to **£50.46**. Based on your actual gas use this period your new payment of **£50.46** will start on **8 Jan 2016**.

3

Could you pay less?

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

Personal Projection is our estimate of your energy costs (including VAT & other discounts) for the next 12 months and is based on previous actual consumption. This could be affected by future tariff, price or consumption changes.

Your 12 month Personal Projection for your current tariff is **£453.91**

Cheapest Similar Tariff

Great News! You are already on our cheapest similar tariff. We'll continue to review your account and let you know at least once a year if there's a cheaper tariff you could switch to.

Cheapest Overall Tariff*

You can save **£111.57** by switching to Price Promise November 2016 from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

Tariffs may have eligibility criteria and limited availability.

*Visit sainsburysenergy.com/tariffs to find out more about this tariff.

You will not be charged an exit fee if you switch supplier. Switching tariffs may involve changing to materially different Ts&Cs.

You may be able to switch supplier with an outstanding balance.

Visit britishgas.co.uk to know more about this or about tariffs.

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

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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
Tariff ends on	No end date
Exit fee (if you cancel this tariff before end date)	Not applicable
Based on your actual usage in the last 12 months	8920.58 kWh

If you're thinking of switching – give us a call.

To help you find a better deal, you'll need your energy data. Just scan this image to download it to your smart phone or tablet. For more information about QR codes, go to britishgas.co.uk/bill



About your TCR

Tariff Comparison Rate (TCR):

4.80p 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 12,500 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 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 £5 in credit at your annual review we'll automatically refund you.

Your 0.22p /kWh Direct Debit discount has already been applied to your unit rates.

Meter number: G4A00987190301

21 May 2015 - we read your meter	10325
17 Aug 2015 - we read your meter	10417
Actual units used over 89 days	92

(Unit calorific value for this period 39.4)

Gas units converted into kWh

1029.68

18 Aug 2015 - we read your meter	10417
26 Aug 2015 - estimated meter reading	10429
Estimated units used over 9 days	12

(Unit calorific value for this period 39.4)

Gas units converted into kWh

134.30

1163.98 kWh x 4.210p	£49.00
Cost of gas used this period	£49.00
Standing charge	£24.27

21 May 15 - 26 Aug 15

98 days at 24.770p per day

27 Aug 2015 - estimated meter reading at price change	10429
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27 Nov 2015 - we read your meter	10684
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Actual units used over 93 days	255
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(Unit calorific value for this period 39.4)

Gas units converted into kWh

2854.02

2854.02 kWh x 3.910p	£111.59
Cost of gas used this period	£111.59
Standing charge	£23.03

27 Aug 15 - 27 Nov 15

93 days at 24.770p per day

Your actual meter reading

Gas 10684

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?

296.97 kWh



21 May 14 - 27 Nov 14

4018.00 kWh



21 May 15 - 27 Nov 15

more detail continued...

Total gas used	£207.89
VAT at 5.00%	£10.39
Total gas including VAT	£218.28

Adjustments after VAT	
Refund - 22 May 15	£234.14

Total	£452.42
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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 12,500 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 or to track your energy usage, visit britishgas.co.uk/energysaving

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, as part of a government initiative, we're giving away insulation to millions of UK homes and best of all it's free.*

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

*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 Saturday 8am to 4pm. We record calls to help improve our service to you.

3. Take control

You can do everything from checking your balance, to monitoring and comparing your usage - all simply at the touch of a button on our award winning website or via our smartphone App britishgas.co.uk/online



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
G45 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

BRIDFGITC

If you are unhappy with our service

We're really sorry you're not happy, we want to sort things out for you quickly, so please give us a ring on:

0800 072 8632

If you'd rather complain in writing go to britishgas.co.uk/energycomplaints or write to **Complaints Management Team, PO Box 226, Rotherham S98 1PB**

If you aren't happy with how we're handling your complaint, you can get in touch with Matt Idle, our Managing Director of Energy Customer Service via his dedicated team. You can call his team on **0800 107 0184** or email customercomplaints@britishgas.co.uk or you can write to him at the address above.

When you get in touch to make a complaint we'll investigate fully and let you know what needs to happen next. We'll say sorry for anything we've got wrong and may make a goodwill gesture, or offer compensation.

If you need independent advice

The Citizens Advice consumer service gives free, confidential and impartial advice. You can get in touch with them for advice at anytime during the complaints process. Call them on **03454 04 05 06**, or visit citizensadvice.org.uk/energy

We aim to resolve complaints as quickly as possible

We'll make every effort to resolve your complaint within a day of receiving it. However, sometimes it can take a little longer, so if we haven't been able to sort things out within eight weeks, or if we can't agree a way forward with you, (we call this 'deadlock'), we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. It's free to use their services and they're totally independent – they don't take sides and their decisions are based only on the information they have. You can call them on **0330 440 1624**, textphone **0330 440 1600**, email os-enquiries@os-energy.org, go online at ombudsman-services.org/energy or write to **Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF**

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or paying you compensation.