

**Contact us**

Avoid estimated bills when you manage your account online at

 **britishgas.co.uk/bill**

Or for enquiries call us on

**0800 048 0202**

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.

Please have your meter reading handy

683  
Mr P LISEWSKI  
Second Floor Flat D  
40 GLEDSTANES ROAD  
LONDON  
W14 9HU



517 111



Customer reference number  
**8500 0944 4534**

**Statement date:**

13 November 2009

**Statement period:**

22 Aug 09 - 12 Nov 09



# **Your electricity statement - actual**

## **Before this statement**

<b>Balance of your last statement</b>	<b>£60.36</b> in credit
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## **This statement**

<b>Balance brought forward</b>	<b>£60.36</b> in credit
<b>What you paid</b>	<b>£104.00</b>
<b>Electricity you've used this period</b>	<b>£154.78</b>
<b>Your discounts</b>	<b>£11.91</b> credit
<b>VAT at 5%</b>	<b>£7.14</b>
<b>Your new account balance</b>	<b>£14.35</b> in credit

For further details please turn over →

## **Message board**

## **What next?**

**You do not need to do anything. Your monthly payments will continue to be taken out of your bank account.**

## What you paid - thank you

Direct Debit	30 Sep 2009	£52.00
Direct Debit	2 Nov 2009	£52.00
<b>Total payments</b>		<b>£104.00</b>

## Electricity you've used this period

Meter number: **Z05SE10120**

22 Aug 09 - estimated	<b>20241</b>	Estimated
12 Nov 09 - actual	<b>21550</b>	We read your meter
<b>= 1309.00 kWh used over 83 days (actual)</b>		
First 114 kWh x 22.542p		£25.70
Next 1195 kWh x 10.802p		£129.08

**Total cost of electricity used £154.78**

One unit of electricity used = 1 kilowatt hour (kWh)

## Your discounts

Dual Fuel	£3.25 cr
Direct Debit	£8.66 cr
<b>Total discounts</b>	<b>£11.91 cr</b>

The cost of your electricity isn't just the price of fuel\*\*

Price of fuel	42% Wholesale electricity
	26% Delivery to your home
	13% Operating costs
	6% VAT and corporation tax
	10% Government obligation to help the environment
	3% Profit

\*\*Above example based on industry average consumption of 3,300 kWh per year, based on average regional prices. Costs are indicative as at February 2009.

To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8626)

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\*Call free from BT Calling Plan. Mobiles and other providers' charges may vary. Your calls may be monitored and/or recorded for quality and compliance purposes.

## Other contact details

✉ Write to **British Gas PO BOX 3055, Eastbourne BN21 9FE**

☎ All Central heating enquiries: 0845 950 0400

## Electrical emergency or power cut?

! Call **0800 028 0247** (24 hours)

The company responsible for the electricity supply delivery network is EDF Energy Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AQ.

## Your electricity supply number

S	01	801	902
	12	0002 5235	762

London Electricity Pricing Area.  
G4S Accuread read your meter.

## Complaint relating to your energy account?

**Step 1** Please contact us on 0800 072 8632, go to [www.britishgas.co.uk/energycomplaint](http://www.britishgas.co.uk/energycomplaint), or write to British Gas Complaint Management Team, PO BOX 3054, Eastbourne BN21 9FD. We will do all we can to resolve your issue straight away.

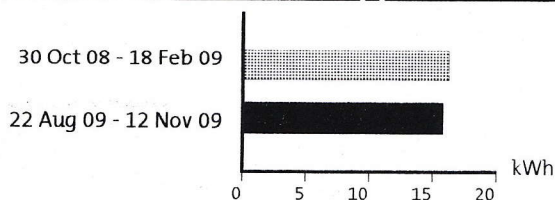
**Step 2** If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 3116, Eastbourne BN21 9JH.

If following steps 1 and 2 you are still dissatisfied you may contact the Energy Ombudsman on 0845 055 0760 (Textphone 18001 0845 051 1513), or via [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk). The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. Their final decision is binding on the energy supplier, not the customer.

## Advice?

Consumer Direct, the Government's helpline for consumer advice, offers clear, practical and impartial help and advice. You can call on 08454 04 05 06 or go to [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).

## Daily average of the electricity you've used



The above includes estimated readings.