

762

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

447 111



## Your electricity statement - estimated

### Before this statement

Balance of your last statement      **£32.45**  
in debit

Call our free\* fast automated line on  
**0800 107 0224** with your reading for  
a more accurate bill.

### This statement

**Balance brought forward**      **£32.45**  
in debit

**What you paid**      **£221.00**

**Electricity you've used this period**      **£158.62**

**Your discounts**      **£13.21**  
credit

**VAT at 5%**      **£7.27**

**Your new account balance**      **£35.87**  
in credit

For further details please turn over →

### Contact us

Make your future bills more accurate by providing regular meter readings.

With your meter reading handy go online:

@ **britishgas.co.uk/bill**

If you would like to speak to one of our team call:

📞 **0800 048 0202**

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

Customer reference number  
**8500 0944 4534**

Statement date:  
4 December 2010

Statement period:  
21 Aug 10 - 20 Nov 10

You're on **standard** tariff.

### Message board

#### important information about your prices

We're committed to providing you with competitive prices and over the last year we've kept our energy prices as low as possible. However, the cost of supplying energy has considerably increased in the last few months. So unfortunately, as a result, we have to increase our prices. Our new prices are effective from 10 December 2010. Don't worry we will contact you separately about how this affects you.

### 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	6 Sep 2010	£47.00
Direct Debit	5 Oct 2010	£58.00
Direct Debit	5 Nov 2010	£58.00
Direct Debit	6 Dec 2010	£58.00

**Total payments £221.00**

## Electricity you've used this period

Meter number: **05SE10120**

21 Aug 10 - actual **25852** We read your meter  
 20 Nov 10 - estimated **27204** Estimated

= **1352.00 kWh used over 92 days (estimated)**

First 126 kWh x 22.378p **£28.20**

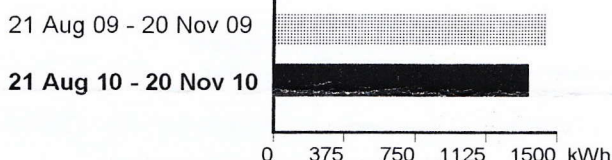
Next 1226 kWh x 10.638p **£130.42**

**Total cost of electricity used £158.62**

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

## Your Consumption

### Electricity usage comparison



From **06 Dec 2009** to **05 Dec 2010**, you used **5579.15 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£641.21**.

(Estimated costs maybe based on multiple tariffs).

For FAQ's please go to [britishgas.co.uk/HelpAndAdvice](http://britishgas.co.uk/HelpAndAdvice)

## Your discounts

Dual Fuel	£3.61 cr
Direct Debit	£9.60 cr

**Total discounts £13.21 cr**

Continued on the next page →

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)

## Where to write to

✉ Write to **British Gas PO BOX 4805, Worthing BN11 9QW**  
 We'll reply to you as soon as we can  
**Please include your meter reading**

## 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 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 4804, Worthing BN11 9QU. 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 4803, Worthing BN11 9QT.

If 8 weeks have passed and you remain dissatisfied, after following steps 1 and 2 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).

🏠 All Central heating enquiries: 0800 294 9650



Mr P LISEWSKI  
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LONDON  
W14 9HU

241360097001



## Your Annual Electricity Statement - for information only

Dear Mr Lisewski,

Welcome to your Annual Statement which summarises your electricity account and aims to give you useful information on managing your energy more efficiently. We've tried to make it as easy as possible to understand.

There's no need to contact us about your statement, it's just another thing we're doing to help look after your world.

### Your usage

From **06 Dec 2009** to **05 Dec 2010**, you used **5579.15 kWh** of electricity.

If you continue to use energy at the same rate over the next 12 months, we forecast your cost will be **£641.21\***.

*\*Estimated costs maybe based on multiple tariffs.*

This forecast reflects our price increase, which takes effect on 10 December 2010. Don't worry we will contact you separately about this, if we haven't done so already. Please note that the unit rates featured overleaf are based on prices prior to the increase. The new rates will be shown on your next quarterly bill.

### Contact us

Manage your account online at

@ **britishgas.co.uk**

Or for enquiries call us on

**0800 048 0202**

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

Customer reference number  
**8500 0944 4534**

Statement date:  
**05 December 2010**

Statement period:  
**06 Dec 2009 - 05 Dec 2010**

Your tariff:  
You're on **standard** tariff.

### Message board

This statement is for information only and is not a bill

You do not need to do anything

However if you would like more information regarding your annual statement please go to **britishgas.co.uk/helpandadvice**

Only pay for the energy you use, with **EnergySmart™**

Get monthly bills that are 100% accurate with **EnergySmart™**.

Simply enter your meter readings online, or via SMS. And as you'll see exactly what you're using it could help you save money.

#### EnergySmart™ benefits:

- Accurate monthly bills to help you budget.
- Easy, convenient online control.
- Useful tips and advice on energy efficiency.
- Plus a free electricity monitor – worth £34.99.

Visit **britishgas.co.uk/energysmart** today and see how you could start saving.

## Is your tariff working for you?



You're on **standard Tariff**.

The unit price you pay for your electricity is:

Unit Price 1	23.496p	up to 500 kWh
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Unit Price 2	11.169p	thereafter
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*\*Based on average annual consumption of 3,300 kWh for single rate rounded average consumption across all regions.*

## Other contact details

✉ Write to British Gas PO BOX 4805,  
Worthing BN11 9QW

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## Did you know?

There are lots of things you can do to reduce your energy consumption and energy bills. For further information visit **Britishgas.Co.Uk/energy-efficiency**

- Fill in our Energy Savers Report for free, expert advice on how to cut up to one third off your energy bills
- British Gas can install insulation in your loft and you could save £150 per year\*

*\*Source: Energy Saving Trust July 2009. Loft insulation savings are based on the customer's current insulation being 0-60mm.*

- British Gas are the largest provider of solar panels in the UK. Find out how you could make money from one of our feed-in tariffs
- British Gas are proud to be powering British Swimming and supporting the sport from the paddling pool to the winners podium. To find out more visit **britishgas.co.uk/swimming**

DfE TCH0034 111

## Frequently asked questions

You can get advice on switching suppliers from Consumer Direct on **08454 04 05 06** or by visiting **www.consumerdirect.gov.uk**

Consumer Focus has a Confidence Code for online switching sites to ensure consumers receive accurate, comprehensive and unbiased price comparisons. The Confidence Code sets out the minimum requirements that sites must meet in order to be, and remain, accredited by Consumer Focus.

For more information log on to **www.consumerfocus.org.uk**

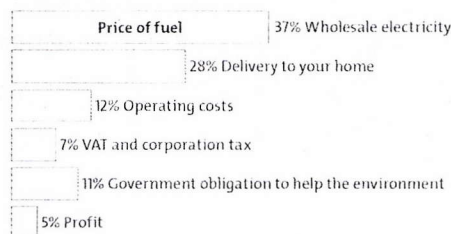
### What about my security deposit?

As a result of credit checks, we can ask for a security deposit. If we have asked you for a security deposit and you have any questions relating to this, please call us on **0800 048 0202**.

### Where does my money go on electricity?

The cost of electricity isn't just the price of fuel; here's a breakdown of where your money goes:

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



\*\*Above example based on industry average consumption of 3,300 kWh per year, based on average regional prices. Costs are indicative as at February 2010.