

521 111



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



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## We're listening to what you're saying, so we're simplifying our tariffs

Dear Mr Lisewski,

As part of our commitment to having an 'honest conversation' about the challenges currently facing the energy industry, I wanted to update you on some of the changes we're making.

### We're making choosing a new tariff easier

To make our tariffs simpler and clearer, we're offering two types from now on – 'Fixed' and 'Variable'. So now you won't be faced with an array of tariffs, and you'll be able to see more clearly where you can save money and get help choosing the best deal for you. To find out more visit [britishgas.co.uk/tariffs](http://britishgas.co.uk/tariffs) or call us free on **0800 048 0202†**.

### And now you can see where your money goes at a glance

The majority of costs that make up your bill are outside British Gas' control. These include international wholesale energy prices and the rising cost of delivering energy to your home.

We also have to contribute to the Government's programme of investment in energy efficiency and renewable technologies. Plus, we have a responsibility to help vulnerable customers with fuel discounts. After paying taxes, our profit averages at about 5%.

To help show where your money goes, you'll see a complete breakdown of an average bill on your statement.

### We've dropped our electricity prices too

The good news is we're leading the industry again by dropping our standard electricity prices. To find out more please visit [britishgas.co.uk/mytariff](http://britishgas.co.uk/mytariff)

We'll keep acting on your feedback, and do all we can to make things better for our customers.

Yours sincerely

Phil Bentley  
Managing Director

## Contact us

Manage your account online and stay in control at:



[@ britishgas.co.uk/easyonline](http://britishgas.co.uk/easyonline)

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**

Date: 9 Feb 2012

## Message board

Help us to keep our 'honest conversation' going

We want this 'honest conversation' to continue, so you can get the best from British Gas, and to help us keep getting better. Please give us feedback about anything we do, and how we could do more for you.



<sup>†</sup>Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. Calls may be recorded and monitored for quality assurance and compliance purposes. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.



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## Your electricity statement - actual

### Congratulations!

You're one of the millions of our customers now benefiting from the cheapest standard electricity, at average consumption, of any major supplier, right across Britain.\* To find out more visit [britishgas.co.uk/mytariff](http://britishgas.co.uk/mytariff)

\* Based on average annual consumption of 3,300 kWh for single rate electricity.

### Before this statement

<b>Balance of your last statement</b>	<b>£3.73</b> in debit
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### This statement

<b>Balance brought forward</b>	<b>£3.73</b> in debit
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<b>What you paid</b>	<b>£174.00</b>
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<b>Electricity you've used this period</b>	<b>£153.27</b>
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<b>Your discounts</b>	<b>£11.20</b> credit
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<b>VAT at 5%</b>	<b>£7.10</b>
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<b>Your new account balance</b>	<b>£21.10</b> in credit
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For further details please turn over →

The charges you pay cover much more than just the cost of your electricity.

See page 5 for a full breakdown of what you pay for →

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Customer reference number

**8500 0944 4534**

Statement date:

9 February 2012

Statement period:

22 Nov 11 - 07 Feb 12

You're on **standard** tariff.

### Message board

We have made some changes to our terms and conditions for supplying you with gas and electricity. To request an updated copy, please call on 0800 048 0202 or go to [britishgas.co.uk/terms](http://britishgas.co.uk/terms)



**Start collecting points with us.**

To register visit  
[britishgas.co.uk/collect](http://britishgas.co.uk/collect)

### What next?

Please continue to make your regular payments.

## What you paid - thank you

Direct Debit	5 Dec 2011	£58.00
Direct Debit	5 Jan 2012	£58.00
Direct Debit	6 Feb 2012	£58.00

**Total payments £174.00**

## Electricity you've used this period

Meter number: **Z05SE10120**

22 Nov 11 - actual **32910** We read your meter

11 Jan 12 - estimated **33666** Estimated

**= 756.00 kWh used over 51 days (estimated)**

First 101 kWh x 24.076p **£24.32**

Next 655 kWh x 11.765p **£77.06**

**Cost of electricity used this period £101.38**

12 Jan 12 - estimated **33666** Estimated at price change

7 Feb 12 - actual **34071** We read your meter

**= 405.00 kWh used over 27 days (actual)**

First 53 kWh x 23.513p **£12.46**

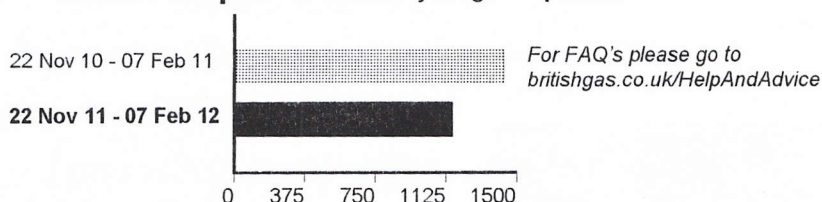
Next 352 kWh x 11.203p **£39.43**

**Cost of electricity used this period £51.89**

**Total cost of electricity used £153.27**

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

## Your Consumption - Electricity usage comparison



From **10 Feb 2011 to 09 Feb 2012**, you used **5420.30 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£675.71**. (Based on the following tariff breakdown).

Period	Your tariff	Projected cost
10 Feb 12 - 09 Feb 13	standard	£690.77
10 Feb 12 - 09 Feb 13	Dual Fuel discount	£15.06 cr
		<b>£675.71</b>

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 8625)

## 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 UK Power 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 you have followed steps 1 and 2, and your complaint is still unresolved at 8 weeks you have a right to contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via [www.os-energy.org](http://www.os-energy.org). The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award. Their final decision is binding on the energy supplier, not you as the customer or complainant.

## 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

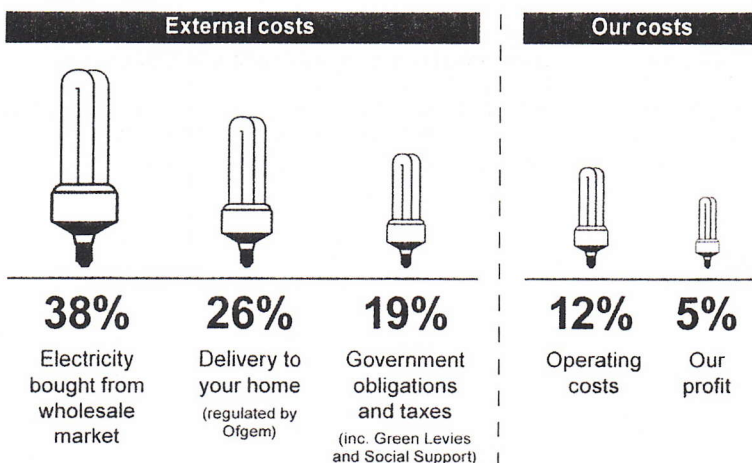


## Your discounts

Dual Fuel	£3.06 cr
Direct Debit	£8.14 cr
<b>Total discounts</b>	<b>£11.20 cr</b>

## Where does your money go?

Your bill covers much more than just the wholesale cost of electricity. Here's a breakdown of where your money currently goes:\*



We use our profit to help secure future energy supplies for the UK, and we've invested more than £6 billion over the past 3 years.

\* Example based on industry average consumption of 3,300 kWh per year and on average regional prices. Breakdown figures are indicative as at September 2011 and are based on actual costs from January to September 2011 and forecast costs for October to December 2011. Profit figure based on average profits for gas and electricity supply after tax from 2006-2010.

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## Message board

Complete our online Energy Savers Report. You'll get a snap shot of your home's energy efficiency as well as recommendations on how to cut your energy use and help save money.

It's free and really simple to use. Visit [britishgas.co.uk/es](http://britishgas.co.uk/es) today.



