

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

T

## Your spring electricity update



Statement date:  
18 May 2013

Statement period:  
13 Feb 2013 - 16 May 2013

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### What have I used?

**£238.37**

You're on our Standard tariff

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### Your Monthly Direct Debit Account

Your balance was in debit by	£84.99
What you've used (including VAT & discounts)	£236.26
What you've paid	-£207.00
Direct Debit 5 Mar 2013	-£69.00
Direct Debit 5 Apr 2013	-£69.00
Direct Debit 7 May 2013	-£69.00

Your account balance is in debit by **£114.25**  
debit

**British Gas**  
Looking after your world



You could start saving money now with  
**Tariff Check**

Your customer number:  
**85 00 09 44 45 34**

Go to section 5 of this bill to see how



### Your electricity use this spring was

**= 1723 kWh** (kilowatt hours)

Your actual meter reading  
Electricity

4 2 1 4 9

I'd like more detail  
See step 4

3

### What happens next?

Your monthly payments  
will continue to be  
taken out of your bank  
account

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



## I'd like more detail

### What am I paying for?

Total electricity kWh used **1723**

### Your electricity use in detail

Meter number: Z05SE10120

13 Feb 2013 - we read your meter 40426

16 May 2013 - we read your meter 42149

**Actual kWh used over 93 days 1723.00**

Cost of first 183 kWh used at 21.170p £38.74

Cost of next 1540 kWh used at 12.963p £199.63

Total electricity used £238.37

Dual Fuel discount -£3.65

Direct Debit discount -£9.71

VAT at 5.00% £11.25

**Total electricity including VAT £236.26**

**Total £236.26**

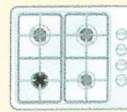
### What's a kilowatt hour?

A kilowatt hour gives you:

A cooked breakfast  
for a family of four

or

Food kept fresh  
and frozen for a day



### How does this compare with last year?

Calculations include estimated meter readings

#### Your electricity use compared with last spring (kWh)

13 Feb 12 - 16 May 12 1545.24 kWh

13 Feb 13 - 16 May 13 **1723.00 kWh**

#### Projected cost of electricity over the next 12 months.

From **20 May 2012** to **19 May 2013**, you used **6420.72 kWh** of electricity. If you continue to use energy at the same rate over the next 12 months, we estimate your cost will be **£880.94**.

(Based on the following breakdown including VAT).

Period	Your tariff	Cost
19 May 13 - 18 May 14	Standard	£935.95
19 May 13 - 18 May 14	Direct Debit Discount	-£40.01
19 May 13 - 18 May 14	Dual Fuel discount	-£15.00
		<b>£880.94</b>



## Can I save some money?

To see all the ways you can save with us go to

[britishgas.co.uk/tariffcheckbill](http://britishgas.co.uk/tariffcheckbill)

Look at your personalised Tariff Check table below to see if you could be on a better deal with us. Prices are based on your actual consumption and on paying by Direct Debit.

### 1. Tariff Check

Your current electricity tariff is

#### Standard

The cost of your unit rates may change if the price of supplying you with energy changes.

**Annual Cost: £880.94**

No exit fee / No Standing Charge

#### Online Variable May 2014

- Online - Variable  
- Until 31.05.14

**Annual cost:  
£829.70**

£30.00 early exit fee applies to this tariff.

#### Clear & Simple

- Standard Variable  
- No end date

**Annual cost:  
£864.92**

This tariff does not have an early exit fee.

#### Price Promise July 2014

- Fixed  
- Until 31.07.14

**Annual cost:  
£921.18**

£35.00 early exit fee applies to this tariff.

### 2. Change

Take control of your payments at [britishgas.co.uk](http://britishgas.co.uk)

### 3. Be efficient

Manage your energy consumption

### 4. Be smarter



Set up a Monthly Fixed Direct Debit online and you could win £12,000 in the Big Break prize draw. Set yours up now at [britishgas.co.uk/bigbreak](http://britishgas.co.uk/bigbreak). We'll also donate 50p to Shelter when you do.

Go online to check your balance, change your payment or even take a payment holiday.

See how your energy use compares with others in your neighbourhood [britishgas.co.uk/compare](http://britishgas.co.uk/compare)

## Where does my money go?

The information below shows how what you pay covers much more than just the wholesale cost of electricity\*.

External Costs

Our Costs



**42%**

Wholesale electricity costs



**25%**

Delivery to your home (Regulated by Ofgem)



**15%**

Environmental & Social tax



**5%**

Corporation tax & VAT



**11%**

Operating costs



**2%**

Our profit

\* Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including annual consumption of 3,860 kWh of electricity and average regional prices. Profit figure shown is after tax.



## Where can I get some help?

For our team use these details

### 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

Our address is  
British Gas  
PO BOX 4805  
Worthing  
BN11 9QW

For account questions please have your meter reading handy.

#### Consumer Checklist

The Staying Connected Energy Consumer Checklist contains key information for energy consumers to get and stay connected to their energy supply. See [britishgas.co.uk/consumerchecklist](http://britishgas.co.uk/consumerchecklist)

### Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

## If you're unhappy with the service we have provided

Please contact us on  
**0800 072 8632**  
Mon-Fri 8am – 8pm /  
Sat 8am – 6pm

or go online at  
[britishgas.co.uk/energycomplaints](http://britishgas.co.uk/energycomplaints)

or write to  
British Gas  
Complaints  
Management Team,  
PO BOX 4804,  
Worthing BN11 9QU

0800 calls free from BT land line.  
Mobiles and other providers' charges may vary.  
Calls may be monitored and/or recorded for quality and compliance purposes.

Your electricity supply number is:

**S** 01 801 902  
12 0002 5235 762

London Electricity Price Area  
**G4S** read your meter

## Emergency

Electrical emergency or power cut?

**0800 028 0247**

(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.

The company responsible for the electricity supply delivery network is:

**UK Power Networks**  
Fore Hamlet  
Ipswich  
Suffolk  
IP3 8AQ

We will do all we can to resolve your issue straight away. If you remain unhappy please write to Kevin Roxburgh, Director of Customer Service, at the same address.

Citizens Advice consumer service provides free, confidential and impartial advice on consumer issues. Visit [adviceguide.org.uk](http://adviceguide.org.uk) or call **08454 04 05 06**.

If your complaint remains unresolved after 8 weeks you can contact **Ombudsman Services: Energy** on **0330 440 1624** (Textphone **0330 440 1600**) or online at [ombudsman-services.org/energy.html](http://ombudsman-services.org/energy.html)



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