



British Gas

Looking after your world

234 111



Mr P LISEWSKI
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Your annual electricity summary

For 4 Sep 2013 – 3 Sep 2014

Dear Mr Lisewski,

We've sent you this annual summary for your information. To help you budget, you can see how much electricity you've used in the past year, your estimated costs for the next year and how you might be able to save. Please keep this for your records.

We've also given you the details of your tariff you're currently on, so you can compare with others and decide if it's the best value for you.

Your customer number:

85 00 09 44 45 34

You can contact us online at britishgas.co.uk/contactus

Or call: **0800 048 0101**†

If you're hard of hearing or speech impaired and use a Textphone, please call:

18001 0800 072 8633

Mon-Fri 8am-8pm / Sat 8am-6pm

Summaries for the visually impaired:

Call us: **0800 072 8625**†

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

1

Your electricity usage summary

You're on our Standard tariff
You used

6605.69 kWh (Kilowatt-hours)

Calculations include estimated meter readings.

If you use the same amount of energy over the next 12 months and stay on the same tariff, we estimate your cost will be **£916.96†**.

How does your electricity use compare to last year?

6751.83 kWh
4 Sep 2012 - 3 Sep 2013

6605.69 kWh
4 Sep 2013 - 3 Sep 2014

† Based on our current prices and includes some discounts and added charges, like VAT. If the price of your tariff changes or you change your tariff, or the amount you use, this forecast will change too.

2

Could you pay less?

Your 12 month Personal Projection for your current tariff is **£916.96***.

Save £115.13

Fixed Price November 2015**
Fixed Dual Fuel tariff

You could fix your prices for longer with our **Fixed Price January 2017** tariff with a Personal Projection of **£978.69**

Our cheapest tariff overall

All of the prices above include VAT and any discounts.

*Your Personal Projection is an estimate based on your previous consumption, and could be affected by future tariff, price or consumption change. All tariffs subject to availability.

†You will not be charged an exit fee if you switch supplier before your tariff's end date.

**May involve moving to different T&Cs. Visit britishgas.co.uk/tariffs

More about my tariff
See step 4

† Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. Your call may be recorded and/or monitored for quality assurance and compliance purposes.

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3 How could you save money?

1. Insulation

9 out of 10 homes that need loft and cavity wall insulation will now get it for free.*

Check if you're eligible today by calling **0800 107 8499** or visiting britishgas.co.uk/eco

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

You can get impartial advice on simple ways to save energy and money from the Energy Saving Advice Service. Just give them a call on **0300 123 1234**.

*British Gas installs in mainland Great Britain only. Free installations are through the Energy Company Obligation and are subject to assessment, technical survey and eligibility criteria. The funding available is to cover insulation and if needed extra specialist equipment i.e. scaffolding and vents. Some properties require more specialist equipment which cannot always be covered, if you need more, you have the option to pay the extra. Tenants must seek landlords permission.

Need independent advice about switching your tariff or supplier?

For impartial advice on switching suppliers contact **Citizens Advice** adviceguide.org.uk or call **03454 04 05 06**

Ofgem has a **Confidence Code** for online switching sites to ensure consumers receive accurate, detailed and unbiased price comparisons. ofgem.gov.uk/confidence-code

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 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.

4 About your electricity tariff

Tariff details

Tariff name	Standard
Tariff type	Variable
Payment method	Monthly Direct Debit
Unit price	12.550p per kWh
Standing charge	26.000p per day
Tariff ends on	No end date
Price guaranteed until	No end date
Exit fees (if you switch supplier before end date)	Not applicable
Discounts and additional charges	
Dual fuel discount	£15.00
Additional products and services included	Not applicable

Estimated electricity cost for you on this tariff

Your annual consumption (based on your actual consumption)	6605.69 kWh
Personal projection (based on current prices, including VAT)	£916.96
Tariff Comparison Rate (TCR)	15.29p per kWh

Key contractual terms

Exit fees

You may end your contract at any time without being charged an exit fee. We will need you to provide a meter reading and if you have any outstanding charges on your account, we can ask you to clear them before allowing you to move to another supplier.

Dual fuel discount

£15 annual discount when you have both gas and electricity with us.

Price Changes

Prices may increase or decrease at any time. We will give you 30 days advance notice before we increase your prices.

Glossary

Tariff

This is the package you signed up to for supplying you with electricity.

Estimate

If we do not have a meter reading for you we will estimate one based on your previous electricity usage. Contacting us with up-to-date meter readings means we can make sure your bills are correct.

kWh

A kWh (kilowatt-hour) is the unit used to measure energy.

Personal Projection

This is an estimate of your electricity charges for the year ahead, based on your actual electricity usage over the last 12 months. You can use the projection to compare the costs of other tariffs.

Switch

To change from the current supplier to a different supplier, or to change from the current tariff to a different tariff with the same supplier.

Tariff Comparison Rate (TCR)

The TCR is not based on your actual consumption but is based on the energy consumption of a typical customer using 3,200 kWh electricity and should be used as a guide only.

Unit Price

This is a form of measurement which explains how much you are paying for your energy. This figure is represented as pence per kWh.

Standing Charge

This is a fixed amount that's applied to your electricity bill daily.