



British Gas

Looking after your world

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

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We've made some changes to our residential energy terms & conditions around when your supply will start and credit balances. To find out more visit britishgas.co.uk/whatschanging

Your electricity update

Your customer number:
85 00 09 44 45 34

Statement date:
24 Feb 2015

Statement period:
17 May 2013 - 29 Jan 2015

1

What's my balance?

You are in
debit by

£1580.35

Electricity tariff: Standard

Your balance was in debit by **£114.25**

Total charges (including VAT & discounts and adjustments) **£2728.93**

What you've paid **-£1262.83**
(05 Jun 2013 to 05 Dec 2014)

Your account balance is in debit by **£1580.35**

2

What do I pay?

The amount of **£1580.35** will be taken from your bank account on or within 3 days of **10 March 2015**.

3

Could I pay less?

Remember - it might be worth thinking about switching your tariff or supplier*.

Your 12 month Personal Projection for your current tariff is **£987.40**

Save £54.18

Price Promise February 2016**
Fixed Dual Fuel tariff

You could fix your prices for
longer with our Fix & Fall June
2016 tariff with a Personal
Projection of £987.40

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.

** May have to complete a credit check which may involve moving to different T&Cs. Visit britishgas.co.uk/tariffs

See step 4 for more details about your account and tariff

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



I'd like more detail

About your tariff

This information will help you to compare your current tariff with others available.

Your electricity tariff

Tariff name	Standard
Payment method	Quarterly Variable Direct Debit
End date	No end date
Exit fees (if you switch supplier before end date)	Not applicable
Based on your actual usage in the last 12 months	7166.62 kWh

About your TCR

Tariff Comparison Rate (TCR)
15.29p per kWh

The TCR can be used to compare the price of energy tariffs across suppliers.

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

For more information on our tariffs and TCRs go to britishgas.co.uk/tariffs

Your electricity use in detail

Your 0.89p /kWh Direct Debit discount has already been applied to your unit rates.

Meter number: Z05SE10120

17 May 2013 - we read your meter
29 Jul 2013 - estimated meter reading

Estimated kWh used over 74 days

Cost of first 146 kWh used at 21.170p
Cost of next 1160 kWh used at 12.963p

Cost of electricity used this period

30 Jul 2013 - estimated meter reading
29 Oct 2013 - estimated meter reading

Estimated kWh used over 92 days

Cost of first 181 kWh used at 21.170p
Cost of next 1549 kWh used at 12.963p

Cost of electricity used this period

30 Oct 2013 - estimated meter reading
22 Nov 2013 - estimated meter reading

Estimated kWh used over 24 days

Cost of first 47 kWh used at 21.170p
Cost of next 509 kWh used at 12.963p

Cost of electricity used this period

23 Nov 2013 - estimated meter reading at price change
31 Dec 2013 - estimated meter reading

Estimated kWh used over 39 days

965 kWh x 12.470p

Cost of electricity used this period

Standing Charge

23 Nov 13 - 31 Dec 13
39 days at 24.770p/day

1 Jan 2014 - estimated meter reading at price change
29 Jan 2014 - estimated meter reading

Estimated kWh used over 29 days

702 kWh x 11.960p

Cost of electricity used this period

Standing Charge

1 Jan 14 - 29 Jan 14
29 days at 24.770p/day

42149

43455

1306.00

£30.91

£150.37

£181.28

43455

45185

1730.00

£38.32

£200.80

£239.12

45185

45741

556.00

£9.95

£65.98

£75.93

45741

46706

965.00

£120.34

£120.34

£9.66

46706

47408

702.00

£83.96

£83.96

£7.18

Your estimated meter reading based on your read

Electricity 5 4 5 1 2

How does this compare with last year?

11682.76 kWh

17 May 12 - 29 Jan 14

12363.00 kWh

17 May 13 - 29 Jan 15

more detail continued...

30 Jan 2014 - estimated meter reading	47408
29 Apr 2014 - estimated meter reading	49009
Estimated kWh used over 90 days	1601.00
1601 kWh x 11.960p	£191.48
Cost of electricity used this period	£191.48

Standing Charge £22.29

30 Jan 14 - 29 Apr 14	
90 days at 24.770p/day	
30 Apr 2014 - estimated meter reading	49009
29 Jul 2014 - estimated meter reading	50608

Estimated kWh used over 91 days	1599.00
1599 kWh x 11.960p	£191.24
Cost of electricity used this period	£191.24

Standing Charge £22.54

30 Apr 14 - 29 Jul 14	
91 days at 24.770p/day	
30 Jul 2014 - estimated meter reading	50608
29 Oct 2014 - estimated meter reading	52296

Estimated kWh used over 92 days	1688.00
1688 kWh x 11.960p	£201.88
Cost of electricity used this period	£201.88

Standing Charge £22.78

30 Jul 14 - 29 Oct 14	
92 days at 24.770p/day	
30 Oct 2014 - estimated meter reading	52296
29 Jan 2015 - estimated meter reading	54512

Estimated kWh used over 92 days	2216.00
2216 kWh x 11.960p	£265.03
Cost of electricity used this period	£265.03

Standing Charge £22.78

30 Oct 14 - 29 Jan 15	
92 days at 24.770p/day	

Total electricity used	£1657.49
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Dual Fuel discount	-£17.88
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Direct Debit discount	-£2.51
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Dual Fuel discount	-£3.61
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Direct Debit discount	-£9.60
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Dual Fuel discount	-£2.90
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Direct Debit discount	-£7.72
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VAT at 5.00%	£80.66
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Total electricity including VAT	£1693.93
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Adjustments after VAT

£12 Government Electricity Rebate - 3 Nov 14	-£12.00
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Refund - 12 Jan 15	£1,047.00
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Total	£2728.93
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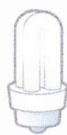


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Where does my money go?

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

External Costs



42%

Wholesale electricity costs



25%

Delivery to your home
(Regulated by Ofgem)



15%

Environmental & social
policies



5%

Corporation tax & VAT

Our Costs



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 3,200 kWh of electricity and average regional prices. Profit figure shown is after tax. For more information on environmental and social policies visit ofgem.gov.uk/environmental-programmes

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Can I save some money?

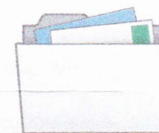
For more information on energy efficiency, to track your energy usage, or have a live online chat with one of our Energy Consultants, visit: britishgas.co.uk/energysaving

1. 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

2. Change

Submit meter reads online at britishgas.co.uk/meterread
Giving us your meter reads means you only pay for the energy you use.



3. Be efficient

Manage your energy consumption.
See how your energy use compares with others in your neighbourhood britishgas.co.uk/compare



Where can I get some help?

Your electricity supply number is:

S	01	801	902
	12	0002	5235 762

London Electricity Price Area
G4S read your meter

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 to:
British Gas
PO BOX 227
Rotherham
S98 1PB

For account questions please have your meter reading handy.

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 www.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.

Our **Priority Service Register** is a free, confidential service that provides additional support to those most in need. To find out about eligibility and the services on offer, such as free gas safety checks and the password protection scheme, call us on **0800 0728625** or go to britishgas.co.uk/Priority-Service-Register

Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

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

If you are 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

or write to
British Gas Complaints Management Team
PO BOX 226
Rotherham
S98 1PB

We will do all we can to resolve your issue straight away. If this is not possible we will aim to resolve the matter for you within 14 days.

When you contact us to make a complaint we will apologise, provide you with an explanation and confirm what action needs to be taken, this may include a goodwill gesture. **If you remain unhappy please write to Kevin Roxburgh, Director of Customer Service, PO BOX 226, Rotherham, S98 1PB.**

The Citizens Advice consumer service provides free confidential and impartial advice on consumer issues and can be contacted at any stage of the complaint process. Visit citizensadvice.org.uk/energy or call the Citizens Advice consumer helpline on **03454 04 05 06**.

If your complaint remains unresolved after eight weeks or we issue you with a deadlock letter you can contact the Ombudsman Services: Energy. The Ombudsman is there to help resolve disputes between energy suppliers and their customers and can provide free, independent help and advice. Write to PO Box 966, Warrington, WA4 9DF

Call **0330 440 1624**
(Textphone 0330 440 1600)
Fax 0330 440 1625,
email enquiries@os-energy.org
or go online at ombudsman-services.org/energy

They may ask us to apologise, explain what has gone wrong, correct the problem or give you a financial award. You do not have to accept their decision.



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

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