



British Gas

Looking after your world

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

358 111

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

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Your gas statement

Statement date:
22 May 2015

Statement period:
25 Nov 2014 - 20 May 2015

1

What's my balance?

You are in
credit by

£234.14

Gas tariff: Standard

See step 4 for more details about your account and tariff

Your balance was in credit by	£322.26
Total charges (including VAT)	£275.12
What you've paid	-£187.00
Direct Debit 8 Dec 2014	-£57.00
Direct Debit 8 Jan 2015	-£26.00
Direct Debit 9 Feb 2015	-£26.00
Direct Debit 9 Mar 2015	-£26.00
Direct Debit 8 Apr 2015	-£26.00
Direct Debit 8 May 2015	-£26.00

Your account balance is in credit by **£234.14**

2

What do I pay?

Your monthly payment will increase to **£37.00**.

Based on your actual gas use this period your new payment of **£37.00** will start on **8 Jun 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 **£317.26**

Great news, you're already on our cheapest tariff.

We'll continue to review your account and let you know when there's a cheaper tariff you could switch to.

If you want to look at other available tariffs go to britishgas.co.uk/tariffs

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.

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

Your annual review

Your Direct Debit needs to change

We regularly review your account and payments to make sure you're paying the right amount for your gas. To do this we look at your consumption, standing charge and any price or tariff changes since your last reassessment.

You're due a refund of £234.14 on 22 May 2015.

Why your payments are going up

Your new payment takes into account the high credit you've built up which we've refunded and forecasted gas charges. We look at the total energy you use over the whole year, allowing for the different seasons when you may build up a credit or debit, and calculate your payments to cover your future energy consumption.

Things that can affect the amount of energy you use include new household appliances, the number of people in your home and the amount of time you're spending there.

Take control of your Direct Debit

To understand more about why your payments may have changed, or to manage your Direct Debit visit britishgas.co.uk and log in to your account, or register for one. Then select **Manage Account** and then **Check your plan**. You can adjust your monthly payments, request a refund and update your bank details.

You can help us give you accurate statements by sending us regular meter readings at britishgas.co.uk/meterread

Your last annual review - June 2014 - May 2015

Balance carried forward from last year	£26.85 credit
Your energy charges	
Gas - 5010.92 kWh	£321.41
Adjustments	£56.70 credit
What you paid - thank you	£472.00
Balance refunded	£234.14

Your new annual review - May 2015 - April 2016

Your forecasted energy charges	
Gas - 7281.25 kWh	£411.51
Total charges for this plan period	£411.51

New monthly payment

We've split your total charges into 11 monthly payments at £37.00

£37.00

Your payments explained

Your plan year started on 21 May 2015 and includes twelve monthly payments.

So far you've made one payment of £26.00.

And following the meter reading we received on 25 February 2015, your payments have been reassessed and need to change.

We have refunded any credit balance and you are now due to make 11 further payments of £37.00 starting from 8 June 2015.

Your next reassessment

Your next annual reassessment will take place in April 2016.

However we will review your account in around 6 months time to help make sure you are paying just the right amount to cover your consumption.

If your payments need to change we'll let you know in advance and give a full explanation.

I'd like more detail

About your tariff

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

Your gas tariff

Tariff name	Standard
Payment method	Monthly Direct Debit
End date	No end date
Exit fee (if you switch supplier before end date)	Not applicable
Based on your actual usage in the last 12 months	5193.65 kWh

About your TCR

Tariff Comparison Rate (TCR)

5.07p 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 13,500 kWh of gas and should be used as a guide only.

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

Your gas use in detail

Your 0.3p /kWh Direct Debit discount has already been applied to your unit rates.



Meter number: G4A00987190301

25 Nov 2014 - we read your meter	09877
25 Feb 2015 - we read your meter	10157
Actual units used over 93 days (Unit calorific value for this period 39.2)	280

Gas units converted into kWh **3117.91**

26 Feb 2015 - we read your meter	10157
26 Feb 2015 - estimated meter reading	10159
Estimated units used over 1 days (Unit calorific value for this period 39.2)	2

Gas units converted into kWh **22.27**

3140.18 kWh x 4.470p **£140.37**

Cost of gas used this period **£140.37**

Standing charge **£23.28**

25 Nov 14 - 26 Feb 15
94 days at 24.770p per day

27 Feb 2015 - estimated meter reading at price change 10159

20 May 2015 - we read your meter 10325

Actual units used over 83 days 166
(Unit calorific value for this period 39.2)

Gas units converted into kWh **1848.47**

1848.47 kWh x 4.210p **£77.82**

Cost of gas used this period **£77.82**

Standing charge **£20.55**

27 Feb 15 - 20 May 15
83 days at 24.770p per day

Total gas used £262.02

VAT at 5.00% £13.10

Total gas including VAT **£275.12**

Total **£275.12**

Your actual meter reading

Gas 1 0 3 2 5

How we calculate your gas cost?

Gas is a natural product. One unit does not always produce exactly the same amount of energy. In order to price energy from gas consistently, we convert your units used into kiloWatt hours of energy, using the following formula:

a. metric units used	See detail m ³
b. x calorific value	See detail
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	See detail

How does this compare with last year?

6630.41 kWh

25 Nov 13 - 20 May 14

4988.65 kWh

25 Nov 14 - 20 May 15

Where does my money go?

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

External Costs



51%

Wholesale gas costs



23%

Delivery to your home
(Regulated by Ofgem)



4%

Environmental & social
policies



7%

Corporation tax & VAT

Our Costs



8%

Operating costs



7%

Our profit

*Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including average annual consumption of 13,500 kWh of gas and average regional prices. Profit figure shown is after tax. For more information on environmental and social policies visit ofgem.gov.uk/environmental-programmes

Can I save some money?

For more information on energy efficiency or to track your energy usage, visit britishgas.co.uk/energysaving

1. With free insulation you could save money on your heating bills

If your home isn't properly insulated, you could be wasting money. As much as £140 through the loft and £160 through the walls, every year (that's what the Energy Saving Trust estimate, you can find out more at energysavingtrust.org.uk).

The good news is, working with the government, British Gas is rolling-out free insulation to millions of homes across Britain and yours could be one of them*. Check today if your home is one of the millions that could benefit from free insulation, call 0800 107 8499† or visit britishgas.co.uk/insulation

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

There are a few areas of the country we can't reach. Modern houses are built with insulation – check the details on our website. We give free insulation under the Energy Companies Obligation and we'll need to do a survey to make sure your house qualifies. We'll cover the cost of the insulation itself and some scaffolding and vents, but if your house needs specialist equipment, you may need to contribute to the cost. If you rent your house, you'll need your landlord's written permission.

†We're here Monday to Friday 8am to 8pm and Saturdays 8am to 4pm. Calls are free from a BT landline but mobiles might be charged. We record calls to help improve our service to you.

3. Take control

You can do everything from checking your balance, to monitoring and comparing your usage - all simply at the touch of a button on our award winning website or via our smartphone App britishgas.co.uk/online



4. 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 gas meter point
reference number is:

33 11 94 36 06

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

Smell gas?

0800 111 999

(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.

To find the name and
address of the company
responsible for the gas
pipeline delivery network to
your home, please call:

08701 600 229

Mon-Fri 8am – 9pm,
excluding Bank Holidays

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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