



British Gas

Mr McMurrow
FLAT 64 ROSING APARTMENTS
45 HOMESDALE ROAD
BROMLEY
KENT
BR2 9FN

Your payments haven't changed

Hello Mr McMurrow

We reviewed your account to check your payments are covering your electricity usage. We didn't change your payments because they're at the right amount to cover your electricity usage.

This means you'll still pay £21.00 a month.

- When we do your yearly review, we'll carry any underpayment forward into your new payment plan year.
- If you've overpaid by £5 or more and we have recent meter readings, we'll automatically refund you.

To talk to us about your payments or anything on this letter call us on 0800 316 6378 or visit **britishgas.co.uk/myaccount** to manage your payments online.

Thank you

Matt Idle
Managing Director, Energy Customer Service

Customer reference number

85 00 51 30 01 31

Contact us

britishgas.co.uk

0800 316 6378*

Monday to Friday
between 8am and 8pm
and on Saturdays from
8am to 6pm.



Letter reference

PAY/PSC/REAS/SS/NC
H

4 August 2016

Need help reading this?

If you'd like a large print, Braille or audio version of this letter, call us free on 0800 365 100*

*We record calls to improve our service to you. Calls to 0800 numbers are free.
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Your electricity statement

Your customer number:
85 00 51 30 01 31

Statement date:
3 Aug 2016

Statement period:
9 Feb 2016 - 1 Aug 2016

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What's my balance?

You are in
debit by

£860.93

Electricity tariff: Standard

Your balance was in credit by	£12.48
Total charges (including VAT)	£999.41
What you've paid	-£126.00
Direct Debit 1 Mar 2016	-£21.00
Direct Debit 1 Apr 2016	-£21.00
Direct Debit 3 May 2016	-£21.00
Direct Debit 1 Jun 2016	-£21.00
Direct Debit 1 Jul 2016	-£21.00
Direct Debit 1 Aug 2016	-£21.00

Your account balance is in debit by **£860.93**

See step 4 for more details about your account and tariff

2

What do I pay?

Your monthly payment of **£21.00** will continue to be taken out of your bank account.

3

Could you pay less?

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

Personal Projection is our estimate of your energy costs (including VAT & other discounts) for the next twelve months and is based on previous actual consumption. This could be affected by future tariff, price or consumption changes.


Your electricity Personal Projection is **£1124.68**

Cheapest Similar Tariff

Great News! You are already on our cheapest similar tariff. We'll continue to review your account and let you know at least once a year if there's a cheaper tariff you could switch to.

Cheapest Overall Tariff*

Save **£224.47** by switching to Fixed Price August 2017 from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

 You'll need to be a dual fuel customer. Tariffs may have eligibility criteria and limited availability.

*Visit sainsburyenergy.com/tariffs to find out more about this tariff.

Switching tariffs may involve changing to materially different Ts&Cs.

Visit britishgas.co.uk to know more about this or about tariffs.

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	Monthly Direct Debit
Tariff ends on	No end date
Exit fee (if you cancel this tariff before end date)	Not applicable
Based on your actual usage in the last 12 months	8200.00 kWh

If you're thinking of switching – give us a call.

To help you find a better deal, you'll need your energy data. Just scan this QR code to download it to your smart phone or tablet. If you don't have a QR code reader, you can download one from the App Store or Google Play.



About your TCR

Tariff Comparison Rate (TCR):

15.62p 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 3,100 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

Meter number: Z10N019509

9 Feb 2016 - we read your meter
20 May 2016 - estimated meter reading

Estimated kWh used over 102 days

21 May 2016 - estimated meter reading
1 Aug 2016 - we read your meter

Actual kWh used over 73 days

7596 kWh x 11.960p

Cost of electricity used this period

Standing charge

9 Feb 16 - 1 Aug 16
175 days at 24.770p per day

Total electricity used

VAT at 5.00%

Total electricity including VAT

07354

12143

4789.00

12143

14950

2807.00

£908.48

£908.48

£43.34

£951.82

£47.59

£999.41

Your actual meter reading

Electricity **14950**

How does this compare with last year?

534.10 kWh

9 Feb 15 - 1 Aug 15

7596.00 kWh

9 Feb 16 - 1 Aug 16

Total

£999.41

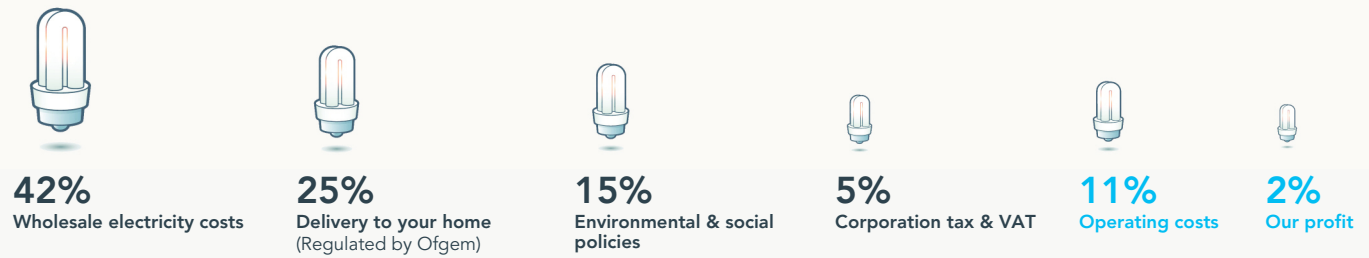
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Where does my money go?

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

External Costs

Our Costs



* Breakdown figures indicative as at February 2013 and based on actual British Gas cost averages from 2010 to 2012, including annual consumption of 3,100 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?

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. 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



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	0006 0812	304

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 citizensadvice.org.uk/energy for up to date information or call us on **0800 048 0202** and we'll send you a copy of their leaflet free of charge.

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 072 8625** 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 our service

We're really sorry you're not happy, we want to sort things out for you quickly, so please give us a ring on:

0800 072 8632

If you'd rather complain in writing go to britishgas.co.uk/energycomplaints or write to **Complaints Management Team, PO Box 226, Rotherham S98 1PB**

If you aren't happy with how we're handling your complaint, you can get in touch with Matt Idle, our Managing Director of Energy Customer Service via his dedicated team. You can call his team on **0800 107 0184** or email customercomplaints@britishgas.co.uk or you can write to him at the address above.

When you get in touch to make a complaint we'll investigate fully and let you know what needs to happen next. We'll say sorry for anything we've got wrong and may make a goodwill gesture, or offer compensation.

If you need independent advice

The Citizens Advice consumer service gives free, confidential and impartial advice. You can get in touch with them for advice at anytime during the complaints process. Call them on **03454 04 05 06**, or visit citizensadvice.org.uk/energy

We aim to resolve complaints as quickly as possible

We'll make every effort to resolve your complaint within a day of receiving it. However, sometimes it can take a little longer, so if we haven't been able to sort things out within eight weeks, or if we can't agree a way forward with you, (we call this 'deadlock'), we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. It's free to use their services and they're totally independent – they don't take sides and their decisions are based only on the information they have. You can call them on **0330 440 1624**, textphone **0330 440 1600**, email osenquiries@os-energy.org, go online at ombudsman-services.org/energy or write to **Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF**

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or paying you compensation.