

Mrs Valeriya Olginska
30 Lacy Road
London
SW15 1NL

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Your gas & electricity bill

Statement date:
12 Aug 2019

Statement period:
13 Mar 2019 - 11 Aug 2019

Your customer number:
851011740336

Your replacement statement

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What's my balance?

You are in
debit by

£80.48

Gas and electricity tariff: HomeEnergy Fix Nov 2019, ending 30 Nov 2019

Your balance was in credit by	£363.39
Total charges (including VAT & adjustments)	£603.77
What you've paid	-£159.90
Direct Debit 14 May 2019	-£159.90
Your account balance is in debit by	£80.48
Gas debit balance	£54.15
Electricity debit balance	£186.23
Credit on account	£159.90

See step 4 for more details about your account and tariff

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What do I pay?

The amount of **£80.48** will be taken from your bank account on or within 3 days of 27 Aug 2019.

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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.

Gas tariff

Your gas Personal Projection is **£143.02**

Cheapest Similar and Overall Tariff

Save **£1.22** by switching to HomeEnergy Secure Green Dec 2021. Fixed tariff

Electricity tariff

Your electricity Personal Projection is **£355.71**

Great news, you're already on our Cheapest Similar & Overall 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.

Tariffs may have eligibility criteria, exit fees, different Ts and Cs and can be withdrawn at any time.

Find out more at britishgas.co.uk/tariffs

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	HomeEnergy Fix Nov 2019
Payment method	Quarterly Variable Direct Debit
Tariff ends on	30 November 2019
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual usage (based on your estimated use to date)	1096.91 kWh

Your refund summary

12 Mar 19 - Electricity	£363.39
Total refund	£363.39

What you paid – thank you

Total payments	£159.90
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Your gas use in detail

Meter number: S448022

13 Mar 2019 - you gave us your meter reading	8864
30 Apr 2019 - you gave us your meter reading	8874
Actual units used over 49 days	10
(Unit calorific value for this period 39.1)	
Gas units converted into kWh	314.32
Cost of gas (314.32 kWh x 4.030p)	£12.67
Standing charge	
13 Mar 19 - 30 Apr 19	
49 days at 24.770p per day	£12.13
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1 May 2019 - you gave us your meter reading	8874
11 Aug 2019 - you gave us your meter reading	8875
Actual units used over 103 days	1
(Unit calorific value for this period 39.1)	
Gas units converted into kWh	31.43
Cost of gas (31.43 kWh x 4.030p)	£1.27
Standing charge	
1 May 19 - 11 Aug 19	
103 days at 24.770p per day	£25.51
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Total gas used	£51.58
VAT at 5.00 %	£2.57
Total gas including VAT	£54.15

Your actual meter readings.

Gas **8875**

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. imperial units used	See detail
	100's Ft ³
b. x metric conversion	2.83
c. x calorific value	See detail
d. x volume correction	1.0226400
e. ÷ kWh conversion	3.6
f. = kWh	See detail

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	HomeEnergy Fix Nov 2019
Payment method	Quarterly Variable Direct Debit
Tariff ends on	30 November 2019
Exit fee (if you cancel this tariff before end date)	Not applicable
Annual usage (based on your estimated use to date)	1551.00 kWh

Your electricity use in detail

Meter number: L85A 29672

13 Mar 2019 - you gave us your meter reading	52087
30 Apr 2019 - you gave us your meter reading	52869
Actual kWh used over 49 days	782.00
Cost of electricity (782 kWh x 14.850p)	£116.13
Standing charge	
13 Mar 19 - 30 Apr 19	
49 days at 23.200p per day	£11.36
1 May 2019 - you gave us your meter reading	52869
11 Aug 2019 - you gave us your meter reading	53044
Actual kWh used over 103 days	175.00
Cost of electricity (175 kWh x 14.850p)	£25.99
Standing charge	
1 May 19 - 11 Aug 19	
103 days at 23.200p per day	£23.89
Total electricity used	£177.37
VAT at 5.00 %	£8.86
Total electricity including VAT	£186.23
Total gas & electricity without VAT	£228.95
Total VAT	£11.43
Total refund	£363.39
Total gas & electricity including VAT	£603.77

Your actual meter readings.

Electricity 5 3 0 4 4

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Can I save some money?

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

Did you know?

If everybody in a family of four replaced one bath a week with a five-minute shower, a saving of up to £20 a year could be made on the gas bill

Did you know?

Doing one less washing machine cycle a week will save £5 of energy a year

1. Be efficient

Manage your energy consumption.

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



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Where's my energy from?

To help customers understand where their energy comes from we provide our customers with information about the mix of fuels we use to generate their electricity and the impact it has on the environment.

Energy Source	British Gas	UK Average
Coal	7%	8%
Natural Gas	37%	41%
Nuclear	11%	20%
Renewables	43%	29%
Other fuels	2%	2%

This data refers to the total amount of electricity purchased by us between 01/04/2017 – 31/03/2018

Environmental impact

British Gas	CO2 emissions: 210 g/kWh	High-level radioactive waste: 0.0008 g/kWh
UK Average	CO2 emissions: 225 g/kWh	High-level radioactive waste: 0.0014 g/kWh

Where can I get some help?

Your gas meter point reference number is:
93 72 34 36 05

Your electricity supply number is:

S 01 801 902
12 0003 3239 717

London Electricity Price Area
Morrison Data Services read your meter

britishgas.co.uk

To manage your account, pay your bill and submit your meter readings visit:
britishgas.co.uk/login

Call our 24 hour automated line on
0333 202 9524

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.

Need extra help such as advanced power cut warnings or letters in large font, Braille or audio? Visit:

britishgas.co.uk/priority-service-register

Emergency

Smell gas?

0800 111 999

(24 hours a day)

Electrical emergency or power cut?

105

(24 hours a day)

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
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

Visit britishgas.co.uk/energycomplaints or write to Complaints Management Team, PO Box 226, Rotherham S98 1PB.

If you'd prefer to write to us:
Complaints Management Team, PO Box 226,
Rotherham S98 1PB

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.



PEFC/16-33-298

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