

Mr Julian Kaljuvee  
124  
CENTRAL STREET  
LONDON  
EC1V 8BJ

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## Your electricity statement

Your customer number:  
85 10 07 05 95 64

Statement date:  
9 Nov 2016

Statement period:  
20 Jul 2016 - 9 Nov 2016

Supply address: 124 Worcester Point Central  
Street London EC1V 8BJ

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### What's my balance?

You are in  
debit by

**£92.78**

Electricity tariff: HomeEnergy Capped Nov 2017, ending 30 Nov 2017

Your balance was in debit by	£10.19
Total charges (including VAT)	£136.25
What you've paid	-£53.66
Direct Debit 3 Oct 2016	-£26.83
Direct Debit 1 Nov 2016	-£26.83

Your account balance is in debit by **£92.78**

See step 4 for more details about your account and tariff

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### What happens next?

Your monthly payments will continue to be taken out of your bank account.

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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.

Your electricity Personal Projection is **£321.85**

#### 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 **£71.31** by switching to Price Freeze November 2017 from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

Both fuels needed on this tariff. Tariffs may have eligibility criteria, limited availability, exit fees and materially different Ts & Cs.

\*Find out more at [sainsburysenergy.com/tariffs](https://sainsburysenergy.com/tariffs)

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

Find out more at [britishgas.co.uk](https://britishgas.co.uk)

## I'd like more detail

### About your tariff

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

#### Your electricity tariff

<b>Tariff name</b>	HomeEnergy Capped Nov 2017
<b>Payment method</b>	Monthly Direct Debit
<b>Tariff ends on</b>	30 November 2017
<b>Exit fee</b> (if you cancel this tariff before end date)	£20.00
<b>Annual consumption</b> (based on your actual use to date)	1807.00 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](http://britishgas.co.uk/tariffs)

### Your electricity use in detail

Meter number: Z12N109051

20 Jul 2016 - estimated meter reading 06312

9 Nov 2016 - estimated meter reading 07163

**Estimated kWh used over 113 days 851.00**

851 kWh x 11.960p £101.78

**Standing charge £27.99**

20 Jul 16 - 9 Nov 16

113 days at 24.770p per day

Total electricity used £129.77

VAT at 5.00% £6.48

**Total electricity including VAT £136.25**

Your estimated meter reading

Electricity 07163

**Total £136.25**

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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



**11%**

Operating costs



**2%**

Our profit

### 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](http://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](http://britishgas.co.uk/energysaving)

### 2. Change

Submit meter reads online at [britishgas.co.uk/meterread](http://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](http://britishgas.co.uk/compare)



## Where can I get some help?

Your electricity supply number is:

<b>S</b>	01	801	122
	27	0000 0596	158

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](http://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](http://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 032 6990**  
(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:

**The Electricity Network Company Ltd**  
**Energy House**  
**Woolpit Business Park**  
**Bury St Edmunds**  
**Suffolk**  
**IP30 9UP**

### 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](http://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](mailto: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](http://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](mailto:osenquiries@os-energy.org), go online at [ombudsman-services.org/energy](http://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.