British Gas
Looking after your world

256 000

Miss N Vanella & Miss M Morelli
FLAT 6/A COLUMBIA HOUSE
201 HAMLETS WAY
LONDON
E3 4LS

S 611

900480222451

Your final gas bill - actual

Please pay your final payment of £115.16 - to reach us by 24 May 2011

Before this bill

Your previous bill	**£325.99 in debit**
What you paid	**£325.99**
Balance after your last payment	**£0.00**

To pay your bill by debit/credit card, please call our free* fast automated line on **0800 107 0224**.

This bill

Balance brought forward	***£0.00***
Gas you've used this period	**£109.68**
VAT at 5%	**£5.48**
Total to pay	**£115.16 in debit**

For further details please turn over →

Contact us

Want to pay this now? Manage your payments online at

@ britishgas.co.uk/securebills

If you would like to speak to one of our team call:

0800 048 0202

Mon - Fri, 8am - 8pm, Sat, 8am - 6pm

Customer reference number
8500 4191 6294

Bill date:
10 May 2011

Bill period:
04 Mar 11 - 30 Apr 11

Supply address: 3 Abbotsford Avenue
London N15 3BT

You're on **standard** tariff.

Message board

If you are of pensionable age, disabled or living with an illness we can register you on our Home Energy Care Scheme. Benefits include free gas safety checks, password security and Braille or large print bills. Call us on **0800 048 0202** to register or find out more.

nectar **Start collecting points with us.**

To register visit britishgas.co.uk/collect

Ways to pay your bill

When paying, you need your customer reference number which is 8500 4191 6294

MARIA 07536804737

What you paid - thank you

Payment at the bank	21 Apr 2011	£325.99
	Total payments	**£325.99**

Gas you've used this period

Meter number: **G4K00012390001**

4 Mar 11 - actual	**33132**	We read your meter
30 Apr 11 - actual	**33393**	You gave us your final meter reading
	= 261 metric units used over 58 days (actual)	
Gas units converted	**= 2921.67 kWh used over 58 days**	
	First 426.00 kWh x 6.989p	£29.77
	Next 2495.67 kWh x 3.202p	£79.91
	Total cost of gas used	**£109.68**

Gas units are converted to Kilowatt hours using the following formula:

metric units used	calorific value	volume correction	to convert to kWh	gas used in kWh
261	**x 39.4068**	**x 1.0226400**	**÷ 3.6**	**= 2921.67**

The cost of your gas isn't just the price of fuel**

- 53% Wholesale Gas
- 24% Delivery to your home
- 9% Operating costs
- 7% VAT and corporation tax
- 2% Government obligation to help the environment
- 5% Profit

** Above example based on industry average consumption of 16,500 kWh per year, based on average regional prices. Costs are indicative as at 2 March 2011.

20 - 32 - 00 BARCLAYS BANK 23 MAY 2011 31 SPITALFIELDS 20 - 32 - 00 £115.46 Paid

To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8625)

British Gas Trading Limited Registered in England No. 3078711. Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. VAT Registered Number 684 9667 62. Bill date & tax point 10 May 2011.

Where to write to

Write to **British Gas PO BOX 4805, Worthing BN11 9QW**
We'll reply to you as soon as we can
Please include your meter reading

Emergency? Smell gas?

Call **0800 111 999** (24 hours)

To find the name and address of the company responsible for the gas pipeline delivery network to your home, please call 08701 600 229 (lines open Mon-Fri 8am to 9pm, excluding Bank Holidays).

Your gas meter point reference number

3048375302
Eastern Pricing Area.
Siemens read your meter.

Complaint relating to your energy account?

Step 1 Please contact us on 0800 072 8632 go to www.britishgas.co.uk/energycomplaint or write to British Gas Complaint Management Team, PO BOX 4804, Worthing BN11 9QU. We will do all we can to resolve your issue straight away.

Step 2 If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 4803, Worthing BN11 9QT.

If 8 weeks have passed and you remain dissatisfied, after following steps 1 and 2 you may contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.os-energy.org. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. Their final decision is binding on the energy supplier, not the customer.

Advice?

Consumer Direct, the Government's helpline for consumer advice, offers clear, practical and impartial help and advice. You can call on 08454 04 05 06 or go to www.consumerdirect.gov.uk.

All Central heating enquiries: 0800 294 9650

*Call free from BT Calling Plan. Mobiles and other providers' charges may vary. Your calls may be monitored and/or recorded for quality and compliance purposes.

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