



563020448883

MR D FOX  
GROUND FLOOR  
11 BISHAM GARDENS  
LONDON  
N6 6DJ 240



Customer Reference Number 100 410 769 9332

To make sure you get through as quickly as possible please ring the relevant number below or over the page.

Please make sure you have an up-to-date meter reading and your customer reference number to hand when you call.

side ① of 6

**What you need to do now**

You must pay the amount shown immediately.

- Call our free, 24 hour automated payment service on **0800 028 1028\*** to pay by Maestro, Solo or Visa debit cards. Please have your customer reference number, your debit card details, and an up-to-date meter reading to hand when you contact us
- Visit our website to make payment **www.house.co.uk/payingbill**.
- Call our helpline on **0845 955 5214\***. Lines open 8am-8pm (Monday-Friday), 8am-6pm (Saturday).
- Complete the attached payment slip and return it to us with your cheque in the envelope enclosed.

**Make this your last bill**

Get your next bill online and save £5 per year.

Visit **www.house.co.uk/nopaperbills** and sign up today.

**Moving Home? Call 0845 609 1133**

As soon as you know your move date, call us, or go online at

**www.house.co.uk/movehome** with your new details and let us sort out your energy supply at your new home

Dear Mr Fox,

Your gas bill for this period is

**£33.45**

Please pay now. Thank you.

**Estimated reading?**

This is an estimated bill. As your last bill was also estimated, it is very important that we obtain an accurate meter reading. Please ring our free 24-hour automated service on **0800 107 0257** to give us your own reading. You will need your customer reference number and your current meter reading. The service tells you the total of your new bill, which you'll receive within eight working days. Alternatively you can enter your meter read online at **www.house.co.uk/readingmeter**

*Recd* } Oct 05  
*£33.45* }  
*£33.45* } 11.1.06



**Please pay now** using this payment slip and the envelope provided or pay online at **www.house.co.uk/payingbill**

**What should I do if I'm having trouble paying?**

If you're having difficulty keeping up with payments, please call us on 0845 955 5214\*. We want to help.

**What should I do if I'm moving home or if this bill is for the previous occupier?**

If you are moving home please call us about a week before you move on 0845 609 1133\* with your meter reading and your new address details. It is important that you let us know so that you avoid paying for gas after you've moved out.

**Who should I contact if I have a query or issue?**

If you have a query about your account or your supply, please call us on 0845 955 5214\*. We aim to sort out your problems the first time you call.

Our Customer Service Centres are open 8am to 8pm Monday to Friday, and 8am to 6pm on Saturdays. As many customers ring on Mondays, you may find it more convenient to contact us from Tuesday onwards. You may write to us at the following address, however it can be up to 10 days before you receive a reply to your query. It is usually quicker to phone or email [house@house.co.uk](mailto:house@house.co.uk)

**British Gas, PO Box 17, Southampton, SO14 0GA**

If, after contacting us, you are still not satisfied you can write to energywatch, 4th Floor, Artillery House, Artillery Row, London SW1P 1RT or visit them at [www.energywatch.org.uk](http://www.energywatch.org.uk)

**Gas leaks call 0800 111 999\* (24hour service)**

If you think you have a gas leak, please call the free Transco emergency line immediately. To find the name and address of your gas transporter, please phone 0870 1600229. Lines are open Monday to Friday 8am to 8pm (excluding Bank Holidays)

\* Your calls may be monitored and/or recorded for quality assurance

**HOW WE WORKED OUT YOUR GAS BILL**

For the period 12 October 2005 - 28 December 2005

**Gas used - Your meter readings**

			Units	kWh
Present reading	8244	Previous reading	8216	28
estimated on 28 December 2005		estimated on 12 October 2005		881
<b>Total gas used</b>				<b>881</b>

We convert your units to kilowatt hours in the following way: gas units used x imperial to metric conversion factor [2.83] truncated to one decimal place x volume conversion factor [1.022640] x calorific value [39.2] divided by kilowatt hour conversion factor [3.6] = kilowatt hours used.

**Charges****Cost of gas used**

881 kWh at 3.616 pence per kWh

**Total cost of gas used**

**£31.86**

**Cost to supply gas (standing charge)**

77 days at 0.00 pence per day £0.00

**Total cost to supply gas**

**£0.00**

**Total charges excluding VAT**

**£31.86**

VAT 5.00 % of £31.86

**£1.59**

**Total charges**

**£33.45**

**Your gas bill for this period is**

**£33.45**

**Please pay now.**

British Gas Trading Limited  
Registered in England No. 3078711  
Registered Office: Millstream  
Maidenhead Road  
Windsor, Berkshire SL4 5GD  
VAT registration number 684 9667 62

Bill date & tax point 5 January 2006

Meter Point Reference  
3383296607



Mr D FOX  
GROUND FLOOR  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

## Your Gas Bill

Customer Reference Number: 8500 0599 0492

Bill date 26 October 2006

### Any Billing Questions?

For answers to commonly asked questions, or for further information about your bill, please visit [www.house.co.uk/questions](http://www.house.co.uk/questions) or see contact details overleaf.

Gas meter point reference 3383296607

### Summary

29 June to 2 October 2006

### Account activity

Balance from your previous Bill £45.48

Postal Payment on 13 Jul 2006 - thank you

credit £45.48

Opening balance **£0.00**

### Energy Charges

see side 3

Gas used £74.11

VAT **£3.70**

**Total now due £77.81**

### Please pay £77.81

See payment methods below.

### Make this your last paper bill

Get your next bill online and receive a discount of £5 a year. Visit [www.house.co.uk/nopaperbills](http://www.house.co.uk/nopaperbills) and sign up today. Please note any final bill you receive will be paper.

June to October 2006

£77.81

We are open Mon-Fri 8am-8pm and Sat 8am-6pm.

## Billing Queries?

- Bill or payment queries
- Regular Payment schemes
- If you have lost your payment card
- Change of personal details
- To request a customer service leaflet regarding how to pay your gas or electricity bill, help for those in difficulties, visiting you in your own home or use of prepayment meters

Call 0845 955 5300\* or email [house@house.co.uk](mailto:house@house.co.uk)  
Please quote your customer reference number 8500 0599 0492 when you contact us. For Welsh speaking customers call 0845 955 5511\*

## Help with moving home.

- If you are moving and know your moving date OR you have already moved home
- If this bill is for the previous occupier

Call **0845 955 5800\***  
or email [homemovers@house.co.uk](mailto:homemovers@house.co.uk)

## Help with energy efficiency

Call 0845 965 0650\* for Energy Saving advice or a copy of our customer service leaflet. Opening hours 8am-5pm Monday to Friday. Alternatively, visit [www.house.co.uk](http://www.house.co.uk)

\*Calls may be monitored and/or recorded for quality assurance. We may need your permission to discuss your account with someone else.

You may write to us at the following address, however it can be up to 10 days before you receive a reply to your query. It is usually quicker to phone or email [house@house.co.uk](mailto:house@house.co.uk)

Please quote your Customer reference number when you contact us. Write to: British Gas, Admail 3932, Southampton, SO15 1ZG

## Emergencies

### Gas leaks : 0800 111 999 (24 hour service)

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from an appliance, please call the National Gas Emergency Services emergency line immediately.

### Additional information

To find the name and address of your gas transporter, please phone 08701 600 229. Lines are open Monday to Friday 8am to 8pm (excluding Bank Holidays). Your meter will be read by Accuread. For your security, they will always carry identification cards.

### Complaints

If you need to make a complaint, please call us on 0845 955 5200\* - we will aim to resolve your problem straight away. However, if you are still unhappy after speaking with an advisor, please ask to speak to a manager. Alternatively, please write to our Complaints Management Team at Admail 3112, PO Box 927, London, WC1V 7QZ. Finally, if your complaint is still not resolved to your satisfaction, energywatch the independent gas and electricity consumer body, may be able to help. You can contact energywatch on or at [www.energywatch.org.uk](http://www.energywatch.org.uk)

### Your needs



For the range of services we provide to help all our customers with specific requirements, or to obtain our customer service leaflet with this information call **0845 955 5404**.

If you would like to receive your bill in an appropriate alternative format, such as Braille or large print, please call us on **0845 955 5404**.



## Your Gas Bill

Customer Reference Number: **850005990492**

Bill date 26 October 2006

### Your gas details

29 June to 2 October 2006

*Will reimburse  
you for July -*

### Gas used - your meter readings

Meter Serial number 00361999	Units	kWh
Meter reading taken on 2 Oct 06	8537	
Price change reading estimated on 4 Sep 06	8517	20 634.19
Meter reading taken on 28 Jun 06	8476	41 1300.11
Gas used	61	1934.3

### Gas Charges

For 634.19 kWh used over 29 days

rate 1 = 363.00 kWh at 4.959 pence per kWh	18.00
rate 2 = 271.19 kWh at 2.801 pence per kWh	7.60

For 1300.11 kWh used over 67 days

rate 1 = 839.00 kWh at 4.412 pence per kWh	37.02
rate 2 = 461.11 kWh at 2.492 pence per kWh	11.49

**Charge for gas used** **£74.11**

### VAT

Cost of gas used excluding VAT	74.11
VAT at 5.0%	3.70

**Total cost of Gas used** **£77.81**

### Value from British Gas

This bill does not include standing charges

### How we calculate your gas charges

We convert your units to kilowatt hours: (gas units used x metric conversion factor [2.83] x volume conversion factor [1.0226400] x calorific value [39.4447] divided by kilowatt hour conversion factor [3.6] = kilowatt hours used).

Energy is charged at 2 base rates.

The first 12.526 kWh per day at 4.959 pence per kWh and the remaining kWh used at 2.801 pence per kWh.

Energy is charged at 2 base rates.

The first 12.526 kWh per day at 4.412 pence per kWh and the remaining kWh used at 2.492 pence per kWh.

### HomeCare

Take away the worry of central heating breakdowns. Care for your boiler with HomeCare from British Gas. It costs from just £12 a month and includes unlimited call outs, plus parts and labour. Call 0845 850 0835 now, quoting BGCH.

### Stop wasting up to 60p in every £1\* you spend heating your home

With loft and cavity wall insulation from British Gas. To arrange a free quotation call 0845 971 7731 quoting MSG1.

\*Source: Energy Saving Trust. Conditions apply

### Save £300 on a new boiler

Get £300 off a new Gas boiler when you buy a new one from British Gas and we'll give you FREE HomeCare 200 worth £192. **To arrange a free quotation, just call 08457 754 754 quoting CLR20 or visiting house.co.uk/heating**

### Financial Services Products

British Gas is offering special rates for customers on Home Finance products. Visit

**www.house.co.uk/smartfinance** for discounts on **British Gas Home Insurance** and to find out about **Life Insurance** and our **Savings Accounts**.

### Plumbing or Drains problems?

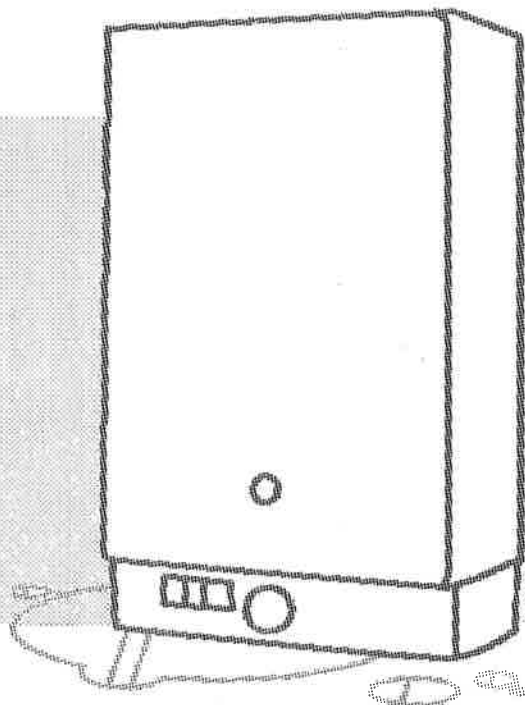
Dyno-Rod has the answer. It's rapid response, 24/7 emergency service ensures leaking pipes or blocked drains are quickly repaired. No call out charge and guaranteed work. **DYNO-ROD - PART OF BRITISH GAS**

Call 0800 000 999 - [www.dyno.com](http://www.dyno.com)

### Moving Home?

**Call 0845 955 5808**

On the day of move call us, or go online at [www.house.co.uk/movehome](http://www.house.co.uk/movehome) with your meter readings and new address details and let us sort out the energy supply in your new home.



# Care for your boiler from just £12 a month\*

## Take away the worry of central heating breakdowns

Repairing a central heating breakdown can be expensive, whichever part lets you down. And until it's fixed, you're left with a cold home or no hot water. However, HomeCare from British Gas means that if the worst happens you won't have to worry about a large, unexpected bill, or the hassle of finding a reliable engineer to do the job.

For just £12 a month\*, HomeCare 100 can look after your boiler and controls. Or, to have the added reassurance of caring for your whole central heating system – that's your boiler, controls, radiators, pipe work and hot water, HomeCare 200 is £16 a month\*.



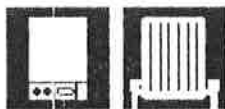
Boiler and controls

### HomeCare 100

£12 a month\*

- \* Looks after your boiler and controls
- \* Includes parts and labour costs\*\*
- \* Unlimited call outs
- \* Yearly Safety and Maintenance Inspection\*\*
- \* Over 5,500 qualified and CORGI registered engineers
- \* 24-hour, 365-day manned customer helpline

It's simple to choose a level of HomeCare that's right for you



Central heating

### HomeCare 200

£16 a month\*

- \* Gives you all the benefits of HomeCare 100
- Plus:**
- \* Looks after your whole central heating system – including your radiators, pipework and hot water
  - \* Includes a yearly Safety and Maintenance Inspection for your **whole** central heating system\*\*

Just call our helpful team now on  
**0845 077 1027**

Quoting 2QCH

Or visit [house.co.uk/homecareinfo](http://house.co.uk/homecareinfo)

Offer ends 31st January 2007

\* Price available to new customers for the first year.

\*\* Subject to terms and conditions, available on request.

Registered address: British Gas is the trading name of British Gas Services Limited. Registered in England No. 3141243. Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

Phone lines open weekdays 8am – 8pm and Saturday 8am – 6pm. Out of hours answerphone service. Your call may be monitored and recorded for quality assurance. BT customers charged maximum of 3p/minute for call. Call costs from other providers may vary.



Mr D FOX  
GROUND FLOOR  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

24073 816

97886  
283

## Summary

7 April to 28 June 2006

### Account activity

Balance from your previous Bill £167.79

Postal Payment on 20 Apr 2006 - thank you

credit £167.79

Opening balance **£0.00**

### Energy Charges see side 3

Gas used £43.32

VAT **£2.16**

**Total now due £45.48**

*April - June 2006*

## Your Gas Bill

Customer Reference Number: **8500 0599 0492**

This is your new Customer Reference Number.

Please quote this when you call us.

Bill date 30 June 2006

## Any Billing Questions?

For answers to commonly asked questions, or for further information about your bill, please visit [www.house.co.uk/questions](http://www.house.co.uk/questions) or see contact details overleaf.

Gas meter point reference 3383296607

## Please pay £45.48

See payment methods below.

Welcome to your new Bill from British Gas.

### Our Commitment to You.

To receive our Social Obligations 2004 leaflet, detailing a record of the performance of British Gas regarding our social obligations to customers, please call 0845 955 5200. Lines are open 8am to 8pm Monday to Friday, 8am to 6pm Saturday.

### Make this your last paper bill

Get your next bill online and receive a discount of £5 a year. Visit [www.house.co.uk/nopaperbills](http://www.house.co.uk/nopaperbills) and sign up today. Please note any final bill you receive will be paper.





We are open Mon-Fri 8am-8pm and Sat 8am-6pm.

### Billing Queries?

- Bill or payment queries
- Regular Payment schemes
- If you have lost your payment card
- Change of personal details
- To request a customer service leaflet regarding how to pay your gas or electricity bill, help for those in difficulties, visiting you in your own home or use of prepayment meters

Call 0845 955 5300\* or email [house@house.co.uk](mailto:house@house.co.uk)

Please quote your customer reference number 8500 0599 0492 when you contact us. For Welsh speaking customers call 0845 955 5511\*

### Help with moving home.

- If you are moving and know your moving date OR you have already moved home
- If this bill is for the previous occupier

Call 0845 955 5800\*

or email [homemovers@house.co.uk](mailto:homemovers@house.co.uk)

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Please quote your Customer reference number when you contact us. Write to: British Gas, Admail 3932, Southampton, SO15 1ZG

### Emergencies

#### Gas leaks : 0800 111 999 (24 hour service)

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#### Additional information

To find the name and address of your gas transporter, please phone 08701 600 229. Lines are open Monday to Friday 8am to 8pm (excluding Bank Holidays). Your meter will be read by Accuread. For your security, they will always carry identification cards.

#### Complaints

If you need to make a complaint, please call us on 0845 955 5200\* - we will aim to resolve your problem straight away. However, if you are still unhappy after speaking with an advisor, please ask to speak to a manager. Alternatively, please write to our Complaints Management Team at Admail 3112, PO Box 927, London, WC1V 7QZ. Finally, if your complaint is still not resolved to your satisfaction, energywatch the independent gas and electricity consumer body, may be able to help. You can contact energywatch on 0845 906 0708 or at [www.energywatch.org.uk](http://www.energywatch.org.uk)

#### Your needs



For the range of services we provide to help all our customers with specific requirements, or to obtain our customer service leaflet with this information call 0845 955 5404.

If you would like to receive your bill in an appropriate alternative format, such as Braille or large print, please call us on 0845 955 5404.





## Your gas details

7 April to 28 June 2006

### Gas used - your meter readings

Meter Serial number 00361999	Units	kWh
Meter reading taken on 28 Jun 06	8476	
Meter reading taken on 7 Apr 06	8445	31
Gas used	31	981.83

### Gas Charges

For 981.83 kWh used over 83 days  
 rate = 981.83 kWh at 4.412 pence per kWh 43.32

**Charge for gas used £43.32**

### /AT

Cost of gas used excluding VAT 43.32  
 VAT at 5.0% 2.16

**Total cost of Gas used £45.48**

### Value from British Gas

This bill does not include standing charges

#### How we calculate your gas charges

We convert your units to kilowatt hours: (gas units used x metric conversion factor [2.83] x volume conversion factor [1.0226400] x calorific value [39.3975] divided by kilowatt hour conversion factor [3.6] = kilowatt hours used).

Energy is charged at one base rate. The total consumption is charged at 4.412 pence per kWh.

## Your Gas Bill

Customer Reference Number: **850005990492**

Bill date 30 June 2006

### One Month's Free Electricity

Switch your electricity supply to British Gas and you could get One Month's Free Electricity, equivalent to £31. For more details, turn the page now.

### HomeCare

Take away the worry of central heating breakdowns. Care for your boiler with HomeCare from British Gas. It costs from just £12 a month and includes unlimited call outs, plus parts and labour. Call 0845 850 0835 now, quoting BGCH.

### Stop wasting up to 60p in every £1\* you spend heating your home

With loft and cavity wall insulation from British Gas. To arrange a free quotation call 0845 971 7731 quoting MSG1.

\*Source: Energy Saving Trust. Conditions apply

### New boilers and central heating systems from British Gas

We've some great offers on reliable new energy-saving boilers that could save you money on your heating bills. Don't put it off; arrange a free quotation today by calling 08457 754 754 quoting NB06. Or you can visit [house.co.uk/heating](http://house.co.uk/heating)

British Gas is offering special rates for customers on Home Finance products. For

**Loans at 6.5% APR Typical** call 0845 607 6242 quoting BGBM12.

Visit [www.house.co.uk/smartfinance](http://www.house.co.uk/smartfinance) for discounts on **British Gas Home Insurance** and to find out about **Life Insurance** and our **Internet Savings Account**.

### Plumbing or Drains problems?

Dyno-Rod has the answer. It's rapid response, 24/7 emergency service ensures leaking pipes or blocked drains are quickly repaired. No call out charge and guaranteed work.

### DYNO-ROD - PART OF BRITISH GAS

Call 0800 000 999 - [www.dyno.com](http://www.dyno.com)

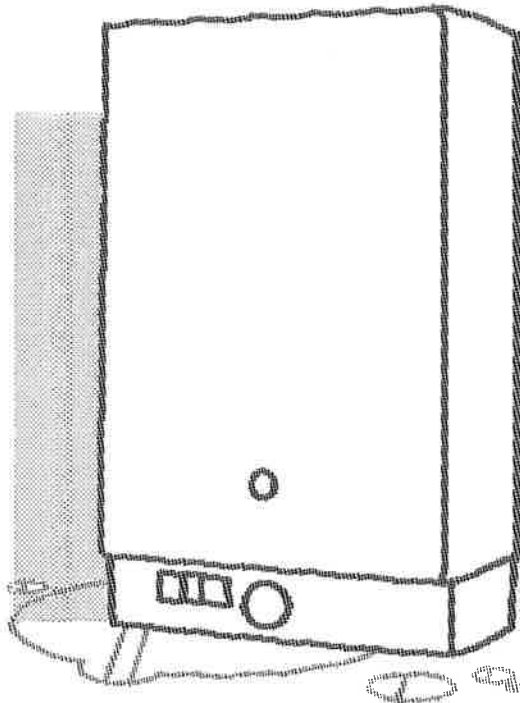
### HomeFix

Our pay as you go service offers a single number for all gas, electrical, plumbing, drainage and security repairs and improvements. To solve your home maintenance problems, call us now 0845 072 4701 or visit [www.house.co.uk/skilled](http://www.house.co.uk/skilled)

### Money Saving Gadgets

Check out our latest Money Saving Gadgets - visit [www.house.co.uk/ee](http://www.house.co.uk/ee)

**British Gas**  
Doing the right thing



# Care for your boiler from just £12 a month\*

## Take away the worry of central heating breakdowns

Repairing a central heating breakdown can be expensive, whichever part lets you down. And until it's fixed, you're left with a cold home or no hot water. However, HomeCare from British Gas means that if the worst happens you won't have to worry about a large, unexpected bill, or the hassle of finding a reliable engineer to do the job.

For just £12 a month\*, HomeCare 100 can look after your boiler and controls. Or, to have the added reassurance of caring for your whole central heating system – that's your boiler, controls, radiators, pipe work and hot water, HomeCare 200 is £16 a month\*.



Boiler and controls

### HomeCare 100

£12 a month\*

- \* Looks after your boiler and controls
- \* Includes parts and labour costs\*\*
- \* Unlimited call outs
- \* Yearly Safety and Maintenance Inspection\*\*
- \* Over 5,500 qualified and CORGI registered engineers
- \* 24-hour, 365-day manned customer helpline



Central heating

### HomeCare 200

£16 a month\*

- \* Gives you all the benefits of HomeCare 100
- Plus:**
- \* Looks after your whole central heating system – including your radiators, pipework and hot water
  - \* Includes a yearly Safety and Maintenance Inspection for your **whole** central heating system\*\*

It's simple to choose a level of  
HomeCare that's right for you

Just call our helpful team now on  
**0845 077 1027**

Quoting 2QCH

Or visit [house.co.uk/homecareinfo](http://house.co.uk/homecareinfo)

Offer ends 31st July 2006

\* Price available to new customers for the first year.

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Registered address: British Gas is the trading name of British Gas Services Limited. Registered in England No. 3141243. Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

Phone lines open weekdays 8am – 8pm and Saturday 8am – 6pm.  
Out of hours answerphone service. Your call may be monitored  
and recorded for quality assurance.



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GROUND FLOOR  
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LONDON  
N6 6DJ

**Your bill could be up to 40% less\*** ➔  
with our new energy efficient boilers.

Call now on **08457 754 754** quoting TA16 to find out  
more about our winter sale or see the enclosed leaflet for  
more details.

General lines open from 7am to 9pm, seven days a week.

**We cannot handle bill enquiry calls on this  
number**

\* Savings are based on replacing a 15-year-old boiler with a new condensing  
boiler and the right (intelligent) heating controls in a dwelling with average  
levels of insulation. Source: Energy Saving Trust, November 2006,  
[www.est.org.uk/myhome/efficient\\_products/boilers/what/](http://www.est.org.uk/myhome/efficient_products/boilers/what/)

Gas meter point reference 3383296607



Questions?

**0845 955 5300**

We are open Weekdays 8am-8pm,  
and on Sat 8am-6pm.

Your calls may be monitored and  
or recorded for quality assurance.  
Please read page 2 before calling.

go to [www.house.co.uk/billing](http://www.house.co.uk/billing)

Our busiest day is Monday and  
our busiest times are between  
9am - 11.30am and between  
6pm-8pm. If you are able to call  
outside these peak hours, it will  
help us to answer your call  
more quickly.

Customer Reference Number: **8500 0599 0492** *No 11*  
Bill date **18 Jan 2007**

## Your gas bill

Please pay **£235.45** by **1 Feb 2007**

### Billing summary

Billing period 3 Oct 2006 - 4 Jan 2007

Your last bill	<b>£77.81</b> in debit
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Payments received - thank you	<b>£77.81</b> credit
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£77.81 Postal Payment

Balance before this bill	<b>£0.00</b>
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Gas you've used (actual reading) Please turn over for detail	<b>£224.24</b>
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 ➔

VAT at 5%	<b>£11.21</b>
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Please pay	<b>£235.45</b>
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**See below for ways to pay.**

**We must receive your payment by 1 Feb 2007.**

Please allow enough time for payment to reach us.

Thank you for choosing British Gas

## → Gas you've used - in detail

For more information go to [www.house.co.uk/billing](http://www.house.co.uk/billing)

Meter readings for meter number **00361999**

Previous Reading	Recent Reading	Gas used units	Gas units converted to kilowatt hours used	Pence per kilowatt hour (kWh)	Charges for gas used £
8537	8762	225	7098.74	First 1177.00 kWh at 4.959 pence	58.37
2 Oct 06	4 Jan 07		over 94 days	Next 5921.74 kWh at 2.801 pence	165.87
we read your meter	we read your meter				
Total charges for gas used					224.24

### How we calculate your gas charges

4.959 pence per kilowatt for the first  
12.526 kilowatts used a day, and  
2.801 pence per kilowatt for the rest.

### How we convert gas units used to kilowatt hours:

x 2.83 (metric conversion factor)  
x 1.0226400 (volume conversion factor)  
x 39.2457 (calorific value)  
÷ 3.6 (kilowatt hour conversion factor)

### If you have a complaint

Please call us on 0845 073 0017 - we aim to resolve your problem straight away.

If you are still unhappy after speaking with an advisor, please ask to speak to a manager. Or, please write to our Complaints Management Team at Complaint Management Team, British Gas, Admail 3112, PO Box 927, London WC1V 7QZ.

Finally, if your complaint is still not resolved to your satisfaction, energywatch, the independent gas and electricity consumer body, may be able to help. You can contact energywatch on 08459 06 07 08 (Textphone 18001 08459 06 07 08) or at [www.energywatch.org.uk](http://www.energywatch.org.uk)



### Questions?

**0845 955 5300**

Mon-Fri 8am-8pm, Sat 8am-6pm.  
Your calls may be monitored and/or recorded for quality assurance.

**Account Holder?** We can only speak to customers named on the account/bill in most circumstances. If you require someone to call on your behalf, please make sure that you have given us your permission.



### Moving home?

**Take us with you!**

**0845 955 5800**

to give us your meter readings on the day you move.



### Energy efficiency

[www.house.co.uk/energyefficiency](http://www.house.co.uk/energyefficiency)

**0845 965 0650**

for help and advice on how you could save energy and money

**British Gas Admail 3932, Southampton SO15 1ZG**



**24-hour Gas Emergency Service**  
**0800 111 999**

If you have a gas leak or need to report a dangerous gas situation, call immediately.

### Who supplies your gas

British Gas is your energy supplier. To find the name and address of your gas transporter, please call 08701 600 229. Monday to Friday 8am to 8pm (excluding Bank Holidays). The company that reads your meter is Accuread.

**Special Needs? - To join our Home Energy Care Register or for bills in an alternative format, call 0845 955 5404 (Textphone 18001 0845 600 0596)**

8500 0599 0492 GZZ B 07 V001



Steven Brown

481

Mr D FOX  
GROUND FLOOR  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

164 111



7428 141 151

### Keeping you safe and warm this winter

It's the time of year when we use our heating systems the most and therefore the time when the threat of Carbon Monoxide poisoning is at its greatest. To help you avoid the dangers, we've enclosed our 'Safe and warm' leaflet with this bill. Please take a few minutes to read it; make sure you and your family stay safe this winter.

### This bill is based on an estimated read

If the current meter reading is significantly different give us your reading by visiting [britishgas.co.uk/meterreads](http://britishgas.co.uk/meterreads) or call our Freephone Automated Meter Reading service on 0800 107 0225.



Visit [britishgas.co.uk/billing](http://britishgas.co.uk/billing)

Check your account 24/7, make payments, give us meter readings, switch to paperless billing or get information. Whatever you want to do, it's easier, faster and more convenient online.



Call us on: 0845 955 5300

Our phone lines are open Mon-Fri 8am-8pm, and on Sat 8am-6pm. Our busiest day is Monday and our busiest times are between 9am-11.30am and between 6pm-8pm. If you are able to call outside these peak hours, it will help us to answer your call more quickly.



Customer Reference Number: 8500 0599 0492

Bill date: 15 Jan 2008

## Your gas bill

Please pay £235.07 now.

### Billing summary: 20 Sep 2007 - 7 Jan 2008

Your last bill	£64.51
	in debit
Payments received - thank you	£64.51
£64.51 Postal Payment 6 Nov 2007	or
Gas you've used	£223.88
(estimated reading) Please turn over for detail	
VAT at 5%	£11.19
Please pay	£235.07

See below for ways to pay.

of 310

house  
Paid  
1.2.08

Meter Reading  
9446.



## → Gas you've used - in detail

Meter readings for meter number 00361999

Previous Reading	Recent Reading	Gas units	Kilowatt hours used	Pence per kWh	Charges (£)
9070	9356	286	8975.55 over 110 days	First 1378.00 kWh at 4.266 pence	58.79
20 Sep 07 estimated	7 Jan 08 estimated			Next 7597.55 kWh at 2.173 pence	165.09
Total charges for gas used					223.88

### How we convert gas units used to kilowatt hours:

KWh used = Gas Units

x 2.83 (metric conversion factor)

x 1.0226400 (volume conversion factor)

x 39.0381 (calorific value)

+ 3.6 (kilowatt hour conversion factor)

### Loss of Supply

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).

The company that reads your meter is Accuread.

### Estimated bill

14 units is approximately £10 worth of gas. If the difference is greater than this it is important you let us know. To ensure your account remains as accurate as possible you can supply a meter reading Online: [britishgas.co.uk/meterreads](http://britishgas.co.uk/meterreads) or Freephone Automated Meter Reading line: **0800 107 0225**.

**To get a large print, talking or braille bill or to join our Home Energy Care register call**  
**0845 955 5404**  
**(Textphone**  
**18001 0845 955 5202).**

Your calls may be monitored and/or recorded for quality and compliance purposes.



### Questions?

Visit our website for answers to our most frequently asked questions.

[britishgas.co.uk/billing](http://britishgas.co.uk/billing)



### 0845 955 5300\*

We are open Mon-Fri 8am-8pm, Sat 8am-6pm.



Contact us at [britishgas.co.uk/contactus](http://britishgas.co.uk/contactus) or, write to us at: British Gas, PO BOX 3055, Eastbourne BN21 9FE



### Moving home?

Please tell us

**0845 955 5800**

Call to give us your meter readings on the day you move.



### 24-hour Gas Emergency Service

**0800 111 999**

If you smell gas or need to report a dangerous gas situation, call immediately.

### If you have a complaint

Call us on 0845 955 5300 and we will aim to resolve the issue immediately.

If you are not satisfied with the way your complaint is handled, please contact our complaints team, phone: 0845 073 0017, online: [britishgas.co.uk/complaints](http://britishgas.co.uk/complaints) or by post: Complaint Management Team, British Gas, PO BOX 3054, Eastbourne BN21 9FD.

If we are unable to resolve the problem, write to: Angela Mancini, Head of Complaints at the following address: British Gas, PO BOX 1577, Southampton SO18 9EX.

If you remain dissatisfied you can contact energywatch for advice, on 08459 060708 (Textphone 18001 08459 060708) or via [www.energywatch.org.uk](http://www.energywatch.org.uk)

8500 0599 0492 GZZ B 07 V33.0



British Gas

Your energy experts



Miss Joan Fox  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

481



## Your gas statement - actual

### Before this statement

Balance of your last statement	£63.81 in debit
--------------------------------	--------------------

### This statement

Balance brought forward	£63.81 in debit
What you paid	£292.00
Gas you've used this period	£340.74
Your Standing Order discount	£2.38 credit
VAT at 5%	£16.91
<b>Your new account balance</b>	<b>£127.08</b> in debit

For further details please turn over →

### What next?

Great news – you'll benefit from our new Prompt Pay discount on your next statement.

### Contact us

**0800 048 0202**

#### Freephone\*

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

Please have your latest meter reading handy.

Planning on moving home?

Call the number above and press 1

**britishgas.co.uk/billing**

To manage your account on line

Customer reference number  
**8500 1372 7355**

#### Statement date:

30 March 2009

#### Statement period:

06 Jan 09 - 28 Mar 09

### Message board

#### Gas prices

Good news - we were the first energy company to announce a drop in our gas prices, by an average of 10%.\* We know your home is your world which is why we hope this drop in prices will be a welcome saving during these difficult times. Visit [britishgas.co.uk](http://britishgas.co.uk) for more information.

\*Based on average annual consumption of 20,500 kWh, is a rounded average across all regions and an average across the Monthly Direct Debit, Pay as You Go Energy and Prompt Quarterly Cash or Cheque methods of payment on our standard tariff prices.

Not bill about COPY

Page 1 of 3

19 June 2009/

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[B]

2009.

Miss Fox.  
No 11 A

526000292392



4 May 2014  
DUN106



Mrs P Fox  
Ground Floor  
11 Bisham Gardens  
London  
N6 6DJ

*Cheque sent 29 April  
Today is 12 May  
?*

1 2

Dear Mrs P Fox  
Contract Account Number: 673 123 315 621

**Your Electricity bill is now overdue**

We recently sent you a bill for £99.96. If you've paid this within the last few days then please ignore this letter. If not then we'd ask that you pay it straight away.

If you're having difficulty making this payment, or if there are personal circumstances you think we should know about, then please get in touch. We'll do everything we can to help you find a way to pay that you're happy with. Call free on 0800 096 8628\*.

**Ways you can pay**

You can pay any time you like 24/7<sup>†</sup> using MyAccount, our secure online service. You can log in or register at [edfenergy.com/myaccount](http://edfenergy.com/myaccount). Or call us free on 0800 015 1736\* to pay using our automated phone service.

**More helpful advice**

The booklet included with this letter contains lots of helpful advice on how we can help you pay if you're struggling with debt. For independent advice call Plymouth Citizens Advice Bureau free on 0808 156 6666 from a landline or 0300 330 0519 from a mobile<sup>^</sup>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Steve Hayfield'.

Steve Hayfield  
Customer Services Director

<sup>†</sup> There may be short periods of time when MyAccount is unavailable, such as when we are conducting routine maintenance.

\* Calls may be monitored and recorded as part of our customer care programme. Calls to 0800 numbers are free from BT landlines but other networks may charge for them.

## How to pay

### Monthly Direct Debit

You can pay an agreed amount each month. Phone us on **0800 096 9000** to arrange to set up a Direct Debit.



### Debit card or credit card

Visit our website and click on 'MyAccount' or phone our automated 24-hour service on **0800 015 1736**. You need to allow up to three working days for your payment to be processed. We accept all MasterCard and Visa cards.

### PayPoint

Take your payment (in cash) and this bill to any PayPoint outlet. You need to allow two working days for the payment to reach us.

### Payzone

Take your payment (in cash) and this bill to any Payzone outlet. You need to allow two working days for the payment to reach us.

### At a Post Office branch

Take this bill and your payment (cash or cheque) to any Post Office. Make cheques out to 'EDF Energy Customers plc' and write your EDF Energy account number on the back.

### Telephone or online banking

Quote our sort code **40-05-30** and our bank account number **13845095** (these are different from those on the payment slip), and your EDF Energy account number. Allow up to three working days for the payment to reach us.

### At a bank or building society

You can pay by cash or cheque, using the payment slip on the reverse side. Make cheques out to 'EDF Energy Customers plc' and write your EDF Energy account number on the back. You need to allow seven working days for your payment to reach us. (You may have to pay a fee at some banks and building societies.)

### Prepayment meter

A prepayment meter lets you pay for your gas or electricity as you use it. In some cases you can use the meter to repay any money you owe us. For more information, please phone us on **0800 015 1733**.

### Difficulty paying? Get in touch

If you're having difficulty paying your bill, please call us free on **0800 096 9000**, and we'll help you find a convenient way to pay.

### Plymouth Citizens Advice Bureau

If you're struggling with making payments, or if you would like further debt advice, you can contact Plymouth Citizens Advice Bureau. They can offer you free, impartial and confidential advice. Call **0808 156 6666** free from a landline or **0300 330 0519** from a mobile. Calls to 03 numbers cost no more than to an ordinary 01 or 02 number and are included in the 'free minutes' of monthly contract packages.

## Useful information

### Priority Services

We provide a range of services and publications for people who are elderly or disabled, or have a long-term illness. We can provide information in Braille, in large print and on CD. You may also be eligible for a free gas safety check. For more information, please visit our website at [edfenergy.com](http://edfenergy.com) or phone us on **0800 269 450** (minicom: 0800 096 2929).

### Information booklets

Our free booklets cover things like paying your bills, energy efficiency, gas safety, disconnections, how to complain, Priority Services and prepayment meters. You can download them from [edfenergy.com/info-booklets](http://edfenergy.com/info-booklets) or order copies by calling us on **0800 096 9000**.

### Moving home

On the day of your move, please call us on **0800 096 9000** to give us your final meter reading and ask us to set up a supply at your new address. For more advice and information, visit our website at [edfenergy.com](http://edfenergy.com)

### Gas safety

Make sure that any gas engineer you use is on the Gas Safe Register. (Engineers are no longer CORGI registered.) For more information, visit the website at [gassaferegister.co.uk](http://gassaferegister.co.uk)

### Gas leaks

If you suspect a gas leak or have concerns about gas safety in your home, please report this to National Grid immediately by phoning **0800 111 999**. Make sure any gas engineer you use is on the Gas Safe Register. For more information, visit [gassaferegister.co.uk](http://gassaferegister.co.uk)

### Calorific value

This is the standard industry calculation of the average amount of energy in the gas we supplied to your address during the period this bill covers.

### Working out your gas charges

- If your meter measures in cubic feet (where one unit is 100 cubic feet), we convert it into cubic metres by multiplying the units you have used by 2.83.
- We multiply the cubic metres by the temperature and pressure figure shown on the front of this bill, then multiply the result by the calorific value.
- We divide the amount we have worked out by 3.6 to get the number of kilowatt hours you have used, and multiply that by the cost of each kilowatt hour (kWh).

### Our fuel mix

Every year we must publish details of the fuel sources we use to generate our customers' electricity. The information in the table below covers our two active supply licences, EDF Energy Customers plc and British Energy Direct Limited, for the period from April 2012 to March 2013. Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

	Coal	Gas	Nuclear	Renewable	Other	CO <sub>2</sub> g/kWh	Radioactive waste g/kWh
EDF Energy's fuel mix	17.9%	0.0%	71.7%	8.3%	1.0%	161	0.0066
Contribution to our carbon emissions	96.4%	0.0%	0.0%	0.0%	3.6%		
UK average fuel mix	38.4%	27.7%	20.6%	11.3%	2.0%	470	0.0019

The figures for UK average fuel mix are provided by the Department of Energy and Climate Change (DECC).

The fuel source and carbon emissions associated with generating your electricity will vary, as seen in the table below, depending on the tariff or product you are on. The table covers our supplies to both residential and business customers.

EDF Energy's fuel mix per tariff or product	Coal	Gas	Nuclear	Renewable	Other	CO <sub>2</sub> g/kWh	Radioactive waste g/kWh
Blue	0.0%	0.0%	100.0%	0.0%	0.0%	0	0.0090
Renewable	0.0%	0.0%	0.0%	100.0%	0.0%	0	0.0000
All other	18.1%	0.0%	71.6%	8.3%	1.0%	171	0.0067

Blue tariffs and products – all residential Blue+ tariffs, Blue+Business, Blue for Business and London 2012 Olympics & Paralympics (80%).

Renewable tariffs and products – residential Green Tariff, Business First Renewable, Renewable Business Saver, London 2012 Olympics & Paralympics (20%) and tariffs specified in business customers' contracts.

All other tariffs and products – tariffs not referred to as Blue or Renewable.

For more information on tariffs and products, go to our website at [edfenergy.com/fuelmix](http://edfenergy.com/fuelmix)

The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.

## Contacting us

### Online

Visit our website at [edfenergy.com](http://edfenergy.com) and log into 'MyAccount'.

### Email

Send your email to [customer\\_correspondence@edfenergy.com](mailto:customer_correspondence@edfenergy.com)

### By phone

- General enquiries: **0800 096 9000** (8am-8pm Monday to Friday, 8am-2pm on Saturdays)
- From abroad: **+44 113820 7117**
- Power cuts or other emergencies: see the phone number on the front
- Gas leaks: if you smell gas, call National Grid on **0800 111 999**.

We may monitor and record calls to improve our service. Calls to 0800 numbers are free from BT landlines, but other phone companies may charge for these calls.

### In writing

Write to EDF Energy, Freeport RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.

### Making a complaint

If we've let you down in any way, we're here to help you find a solution. If you'd like to make a complaint, you can call our complaints team (8am-5pm Monday to Friday) on **0800 051 1643** or, if calling from a mobile, **0113 820 7292**. Or you can email us at [complaintresolutionmanager@edfenergy.com](mailto:complaintresolutionmanager@edfenergy.com) or write to Freeport RRYZ-BGYG-JCXR, Complaint Resolution Manager, 334 Outland Road, Plymouth, PL3 5TU.

You can also visit one of our business premises. Go to [edfenergy.com](http://edfenergy.com) for more information.

If you're still unhappy you can email our Customer Services Director Executive team at [CSDirector@edfenergy.com](mailto:CSDirector@edfenergy.com) or write to Customer Services Director, Freeport RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.

If you're still not satisfied after following this process, you can contact the Ombudsman Services: Energy on **0330 440 1624** (9am-5pm Monday to Friday) or visit [os-energy.org.uk](http://os-energy.org.uk) for a free and independent review of your concerns.

If the Ombudsman finds that we have not acted correctly, they will make recommendations on how we can put this right.

This might include the following:

- An apology or explanation
- Compensation
- Any other relevant action.

### Citizens Advice consumer helpline

It's easy to get 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 [adviceguide.org.uk](http://adviceguide.org.uk) for up to date information or contact the Citizens Advice consumer service on **08454 04 05 06**.

## What else?

### VAT

We charge residential customers VAT at 5%. Our VAT registration number is 523 0412 02.

### edfenergy.com

EDF Energy is a trading name used by EDF Energy Customers plc (registration number. 02228297, registered office: 40 Grosvenor Place, London SW1X 7EN). EDF Energy Customers plc is responsible for supplying energy and associated services under contracts made by our London, SWEB and Seaboard divisions.

### Carbon neutral

We fully offset the amount of carbon dioxide used in producing and printing bills by investing in schemes such as renewable energy and sustainable forestry.

### Fully recyclable

This document is fully recyclable. The paper used is made from 50% recycled waste paper and 50% fibre from well-managed natural resources.

### For Green Deal customers

For impartial advice visit [gov.uk/greendeal](http://gov.uk/greendeal) or call 0300 123 1234.



Plain English Campaign's Crystal Mark does not apply to the front of this bill.



Payment Processing  
PO Box 140  
PLYMOUTH  
PL3 5RG

Alliance & Leicester TRADE CREDIT

EDF ENERGY

Payment Slip

Amount due  
(no fee payable at PO counter)

Bank Giro Credit



155

24

Reference (customer account number)

673123315621

Credit account number

143 0998

£99.96

Cash

Cheque acceptable at PO counter

signature

date

43-09-98

HSBC Bank plc  
Head Office Collection Account  
EDF Energy Customers plc



6336 6700 1673 1233 1562 107

Cheque

£

Cashier's stamp and initials

Please do not write or mark below this line  
Do not fold this payment slip

C673123315621

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2

6731233156213 V4241430998 91 X



## How to pay

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	Coal	Gas	Nuclear	Renewable	Other	CO <sub>2</sub> g/kWh	Radioactive waste g/kWh
EDF Energy's fuel mix	17.0%	0.0%	73.1%	8.3%	1.0%	95.8	0.0066
Contribution to our carbon emissions	96.4%	0.0%	0.0%	0.0%	3.6%		
UK average fuel mix	35.4%	27.7%	20.6%	11.3%	2.0%	470	0.0019

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Blue	0.0%	0.0%	100.0%	0.0%	0.0%	0	0.0090
Renewable	0.0%	0.0%	0.0%	100.0%	0.0%	0	0.0000
All other	18.1%	0.0%	74.6%	6.3%	1.0%	171	0.0067

Blue tariffs and products – all residential Blue+ tariffs, Blue+Business, Blue for Business and London 2012 Olympics & Paralympics (80%).

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The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.

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- Any other relevant action.

### Citizens Advice consumer helpline

It's easy to get 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 [adviceguide.org.uk](http://adviceguide.org.uk) for up to date information or contact the Citizens Advice consumer service on **08454 04 05 06**.

## What else?

### VAT

We charge residential customers VAT at 5%. Our VAT registration number is 523 0412 02.

### edfenergy.com

EDF Energy is a trading name used by EDF Energy Customers plc (registration number: 02228297, registered office: 40 Grosvenor Place, London SW1X 7EN). EDF Energy Customers plc is responsible for supplying energy and associated services under contracts made by our London, SWEB and Seaboard divisions.

### Carbon neutral

We fully offset the amount of carbon dioxide used in producing and printing bills by investing in schemes such as renewable energy and sustainable forestry.

### Fully recyclable

This document is fully recyclable. The paper used is made from 50% recycled waste paper and 50% fibre from well-managed natural resources.

### For Green Deal customers

For impartial advice visit [gov.uk/greendeal](http://gov.uk/greendeal) or call 0300 123 1234.



Plain English Campaign's Crystal Mark does not apply to the front of this bill.



Payment Processing  
PO Box 140  
PLYMOUTH  
PL3 5RG



Bill date: 18 Jul 2014

673

675125 515 021

0800 096 9000

8am-8pm Mon-Fri, 8am-2pm Sat

24 hour emergencies:

Electricity: 0800 028 0247



08000294280 8:30-17:00

Page 1 of 3

Mrs P Fox  
Ground Floor  
11 Bisham Gardens  
London  
N6 6DJ

*was, we payed back*

N

Hello Mrs P Fox,

## It's time for your next bill

Your last meter read was on

16 Apr 2014

Please provide us with an up to date read so we can  
send you an accurate bill

Or pay your estimated Regular Payment Amount **£85.00**

Please provide us with a meter read  
OR pay £85.00 by 6 Aug 2014

### Only pay for what you use

Your Regular Payment Amount is based on an estimate and only as accurate as the last readings we have for you. If you provide us with a read by your due date, we'll send you an accurate bill and you can ignore this letter. You can submit meter readings online at [edfenergy.com/my-account](http://edfenergy.com/my-account) or you can call us free on 0800 015 1736.

If you can't read your meters, or choose not to, please pay **£85.00** by 6 Aug 2014.

You can see how we worked this out on page 2.

## Could you pay less?



Over the next 12 months

Electricity personal projection: £355.02

This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.



### Our cheapest variable tariff

Over the next year you could save **£19.69** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.



### Our cheapest overall tariff

Over the next year you could save **£55.84** by choosing Direct Debit with *Blue+Price Promise February 2016*, our **cheapest fixed electricity tariff** available for your meter.

Please note, *Blue+Price Promise February 2016* has limited availability and may be withdrawn from sale at any time.

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

Please note that switching tariffs may involve changing to materially different terms and conditions.

For more about your current tariff, see page 2.

*PAID BY BANK TRANSFER  
ON 28.7.2014*

# COUNCIL TAX AND BUSINESS RATES SERVICE

Town Hall, Argyle Street, London WC1H 8NH



Telephone: 020 7974 6470 - Lines open 8am to 5pm, Monday to Friday

Fax: 020 7974 6450

Central Minicom No.: 020 7974 6866

24 hour telephone payment line: 020 7974 6104

Email: [revenues@camden.gov.uk](mailto:revenues@camden.gov.uk)

Pay online at [www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)

**Data Protection Act 1998:** We may share the information you give us with other council departments and other local or central agencies if the law allows this.

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

Date of Issue: 18/12/12

**Account Ref: 80072942**

Property Address:

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

Reason for Bill: Liability Change

## COUNCIL TAX FOR FINANCIAL YEAR 2011/2012

Property Band: F

London Borough of Camden  
Greater London Authority  
Annual Charge for Period

%age Change

0.0%	£1475.54
0.0%	£447.52
0.0%	£1923.06

**Council Tax for period 15/01/12 to 31/03/12**

**£404.58**

PAID with 2013 bill  
= £2,323.16

**TOTAL DUE:**

**£404.58**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
01/01/2013	£404.58		

INTERNET OR PHONE BANKING: PLEASE PAY TO CAMDEN COUNCIL TAX, SORT CODE 08-90-33, ACCOUNT NUMBER 61282663, QUOTING YOUR REFERENCE 80072942

**If we do not receive your instalments when they are due you will lose your right to pay in instalments, and you will have to pay the full balance for the rest of the financial year. Don't let this happen to you - contact us straight away if you cannot pay.**

Please see over the page for details of how to pay.

FDML/CAMCTR/JP30513

CAM\_CTBL\_AB\_ONG\_2012\_V1

# You may be able to reduce your Council Tax Bill.

Please read these notes carefully because discounts and exemptions will only be awarded from the date you apply or within 21 days of your first bill.

## Council Tax valuation bands

Council Tax is charged on most properties. Each property belongs in one of eight bands depending on its value on 1 April 1991.

Valuation band	Range of values
A	Up to and including £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

The band which applies to your home is shown over the page.

## Discounts

The basic Council Tax charge covers two adults aged 18 or over living in the property. **If you are the only person living in the property you will get a 25% discount from the day you apply.** If another person lives with you who is, for example, a student or severely mentally impaired, you may still receive a 25% discount. A full list of people who are disregarded for council tax purposes can be obtained by phoning 020 7974 6470 or by visiting [www.camden.gov.uk](http://www.camden.gov.uk). If nobody lives in your property and it is still furnished you will get a 10% discount. Otherwise, the full tax is payable unless the property is exempt. If you receive a discount and your circumstances change, you must tell us within 21 days. If you do not tell us about any changes you may have to pay a penalty charge of £70.00

## People with disabilities

If you or any member of your household is disabled and part or all of your home has been adapted because of this, you can claim disability relief. If your claim is successful, we will reduce your bill to one in the band below yours.

## Benefits

Council Tax Benefit can help with all or some of your Council Tax. Whether you will get Council Tax Benefit depends on the amount of Council Tax you have to pay, your personal circumstances and your income and savings. You should apply straight away because we can only pay benefit from the date we receive your claim. You can get more information and a claim form by ringing our 24 hour helpline on 020 7974 5766.

## Exempt properties

Council Tax is not charged on certain properties. These are known as 'exempt properties' and include the following

- student halls of residence and properties only lived in only by students;
- Ministry of Defence barracks and married quarters;
- Accommodation for visiting forces;
- properties lived in by foreign diplomats who would pay Council Tax;
- parts of properties lived in by the elderly or disabled relatives of those living in the rest of the property (eg. a granny flat).

For certain types of empty properties we do not charge Council Tax. These include the following.

- Properties which are having structural alterations or repairs carried out.
- Some properties which are owned by a registered charity.
- For the first 6 months that a property is unoccupied and unfurnished.
- Properties which were lived in by people who are now in prison, in hospital or a home, or who are receiving or providing care elsewhere.
- Property owned or tenanted by someone who has died, where probate has not been granted or rent is still payable.
- Properties which nobody can live in by law.
- Properties which are kept empty for religious ministers.
- Properties which were lived in by students.
- Properties which have been repossessed.
- Properties left by someone who has become bankrupt.
- Empty caravan pitches or boat moorings.
- Empty parts of adjoining properties which cannot be let separately.
- Properties where all the residents are under 18 years old

- Properties where all the residents are severely mentally disabled.
- An exemption may be awarded where the occupier is forced to leave their main home in Camden due to serious damage caused by external environmental factors beyond their control; and where a statutory exemption does not otherwise apply. The exemption will stop after 12 months, or when the main home is reoccupied, whichever is the soonest.

## Specific Reductions

The Council has the power to reduce the amount due on an individual council tax bill under Section 13A of the Local Government Finance Act 1992, in certain exceptional circumstances.

## Complaints

If you have a complaint please contact us either in writing or by phone on 020 7974 5735.

## Appeals

If you have made a change to your property, or you are a new taxpayer and you think that your property should be placed in a higher or lower band, you should write to:

The Listing Officer for Camden  
Council Tax South  
Valuation Office Agency  
2nd Floor, 1 Francis Grove  
Wimbledon  
London  
SW19 4DT  
Phone 03000 501 501

If you appeal you must still pay this bill. The band your property is in is based on the value of your home on 1 April 1991. Any changes in value since then are not taken into account.

You may also appeal if you think that you should not be paying Council Tax. For example, because you do not own or live in the property, or because your property is exempt, or because you think the way we have worked out the bill is not correct. If you want to appeal for these or similar reasons, you must first write to us so that we can reconsider the case.

## Ways to pay

### Direct debit

Direct debit is the cheapest and easiest way to pay. If you would like to pay by direct debit, please phone 020 7974 6470 or fill in the form in the payment book. If your payments are already shown on the front of your bill, you do not need to do anything.

### Credit / Debit card

To pay by debit or credit card visit our website ([www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)) and follow the instructions on the screen. Or phone the 24hr payment line on 020 7974 6104. Make sure you have your card and Council Tax account number handy.

### At a Post Office

You should take your payment book to the post office with you. Make your cheques payable to 'Post Office Counters'. There is a charge for this service.

### Paypoint

You can pay in cash at any shop where you see the Paypoint sign. There is no charge for this service. Please make sure you take your payment book with you.

### In person

You can pay at the Town Hall in Judd Street WC1 between 9am and 5pm, Monday, to Friday. Please make sure you take your payment book with you.

### Telephone or Online Banking

Please see the front of the bill for Council's bank account details.

### By post

You should make your cheques and postal orders payable to 'LB Camden (CTax)'. Please write your Council Tax account number on the back of your cheque or postal order and send it with your payment slip at least three days before the payment is due.

The address is:  
London Borough of Camden  
Chief Cashier  
Town Hall  
Judd Street  
London WC1H 9JE.

### At a Bank

You should take your payment book to the bank with you. You may have to pay a fee if you pay at a bank which is not your own bank.

**If you do not pay the instalments when they are due you will lose your right to pay in instalments, and you will have to pay the full balance for the rest of the financial year. Don't let this happen to you - contact us straightaway if you cannot pay.**

# COUNCIL TAX AND BUSINESS RATES SERVICE

Town Hall, Argyle Street, London WC1H 8NH



Telephone: 020 7974 6470 - Lines open 8am to 5pm, Monday to Friday

Fax: 020 7974 6450

Central Minicom No.: 020 7974 6888

24 hour telephone payment line: 020 7974 6104

Email: [revenues@camden.gov.uk](mailto:revenues@camden.gov.uk)

Pay online at [www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)

Data Protection Act 1998: We may share the information you give us with other council departments and other local or central agencies if this law allows this.

2010h.13

Date of Issue: 18/12/12

Account Ref: 80072942

Property Address:

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

Reason for Bill: Liability Change

## COUNCIL TAX FOR FINANCIAL YEAR 2012/2013

Property Band: F

London Borough of Camden  
Greater London Authority  
Annual Charge for Period

%age Change

0.0%

£1475.54

-1.0%

£443.04

-0.2%

£1918.58

Council Tax for period 01/04/12 to 31/03/13

£1918.58

PAID with balance of 2011/2012 bill  
= £2,323.16

TOTAL DUE:

£1918.58

This Bill is payable by instalments as follows:

Date Due	Amount Due	Date Due	Amount Due
01/01/2013	£638.58		
01/02/2013	£640.00		
01/03/2013	£640.00		

INTERNET OR PHONE BANKING: PLEASE PAY TO CAMDEN COUNCIL TAX, SORT CODE 06-90-33, ACCOUNT NUMBER 61282663, QUOTING YOUR REFERENCE 80072942

If we do not receive your instalments when they are due you will lose your right to pay in instalments, and you will have to pay the full balance for the rest of the financial year. Don't let this happen to you - contact us straight away if you cannot pay.



# COUNCIL TAX AND BUSINESS RATES SERVICE

Town Hall, Argyle Street, London WC1H 8NH



Telephone: 020 7974 6470 - Lines open 8am to 5pm, Monday to Friday

Fax: 020 7974 6450

Central Minicom No.: 020 7974 6866

24 hour telephone payment line: 020 7974 6104

Email: [revenues@camden.gov.uk](mailto:revenues@camden.gov.uk)

Pay online at [www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)

**Data Protection Act 1998:** We may share the information you give us with other council departments and other local or central agencies if the law allows this. Please see the foot of the back page for more details.

Date of Issue: 17/03/14

**Account Ref: 80072942**

Property Address:

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

36900

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

Reason for Bill: New Year Billing

## COUNCIL TAX FOR FINANCIAL YEAR 2014/2015

Property Band: F

London Borough of Camden  
Greater London Authority  
Annual Charge for Period

%age Change

0.0%	£1475.47
-1.3%	£431.89
-0.3%	£1907.36

**Council Tax for period 01/04/14 to 31/03/15**

**£1907.36**

**TOTAL DUE:**

**£1907.36**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
01/04/2014	£188.36 ✓	01/09/2014 ✓	£191.00
01/05/2014	£191.00 ✓	01/10/2014 ✓	£191.00
01/06/2014	£191.00 ✓	01/11/2014 ✓	£191.00
01/07/2014	£191.00 ✓	01/12/2014 ✓	£191.00
01/08/2014	£191.00 ✓	01/01/2015 ✓	£191.00

INTERNET OR PHONE BANKING: PLEASE PAY TO CAMDEN COUNCIL TAX, SORT CODE 08-90-33, ACCOUNT NUMBER 61282663, QUOTING YOUR REFERENCE 80072942

POST OFFICE/PAYPOINT BARCODE



9826 0054 1800 0080 0729 4201

For more financial information about your council tax and how it is spent, please visit [www.camden.gov.uk](http://www.camden.gov.uk). You can request a hard copy of this information free of charge. For information about discounts for annexes please visit [www.camden.gov.uk](http://www.camden.gov.uk)

**Please see over the page for details of how to pay.**

FDMLICAMCTP14a0789

CAM\_CTBL\_AB\_ONG\_2014\_V1

# You may be able to reduce your Council Tax Bill.

Please read these notes carefully because discounts and exemptions will only be awarded from the date you apply or within 21 days of your first bill.

## Council Tax valuation bands

Council Tax is charged on most properties. Each property belongs in one of eight bands depending on its value on 1 April 1991.

Valuation band	Range of values
A	Up to and including £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

The band which applies to your home is shown over the page.

## Discounts

The basic council tax charge covers two adults aged 18 or over living in the property. The following discounts can be applied for;

- If you are the only person living in the property, a 25% discount
- If another person lives with you who is, for example, a student, a 25% discount. A full list of people who are disregarded can be found at [www.camden.gov.uk](http://www.camden.gov.uk)
- If nobody lives in your property and it is empty of furniture, a 100% discount may apply for the first month it is empty, before reverting to the full tax.
- If the property is empty of furniture and undergoing structural alterations or in need of repair, a 25% discount for one year.

The discounts above will normally only run from the date you apply. If you receive a discount and your circumstances change, you must tell us within 21 days, other wise you may have to pay a penalty of £70.00

## People with disabilities

If you or any member of your household is disabled and part or all of your home has been adapted because of this, you can claim disability relief. If your claim is successful, we will reduce your bill to one in the band below yours.

## Council Tax Premium

If nobody lives in your property and it has been empty of furniture for two years or longer, a premium of 50% council tax is payable in addition to the normal tax.

## Council Tax Reduction Scheme

Council Tax Support can help with all or some of your Council Tax. Whether you will get Council Tax Support depends on the amount of Council Tax you have to pay, your personal circumstances and your income and savings. You should apply straight away because we can only pay support from the date we receive your claim. You can get more information by ringing our helpline on 020 7974 4444.

## Exempt properties

Council Tax is not charged on certain properties. These are known as 'exempt properties' and include the following

- student halls of residence and properties only lived in by students;
- Ministry of Defence barracks and married quarters;
- Accommodation for visiting forces;
- properties lived in by foreign diplomats who would pay Council Tax;
- parts of properties lived in by the elderly or disabled relatives of those living in the rest of the property (eg. a granny flat);
- foster carers who foster for Camden.

For certain types of empty properties we do not charge Council Tax. These include the following.

- Properties which were lived in by people who are now in prison, in hospital or a home, or who are receiving or providing care elsewhere.
- Property owned or tenanted by someone who has died, where probate has not been granted or rent is still payable.
- Properties which nobody can live in by law.
- Properties which are kept empty for religious ministers.
- Properties which were lived in by students.
- Properties which have been repossessed.
- Properties left by someone who has become bankrupt.
- Empty caravan pitches or boat moorings.
- Empty parts of adjoining properties which cannot be let separately.
- Properties where all the residents are under 18 years old

- Properties where all the residents are severely mentally disabled.
- An exemption may be awarded where the occupier is forced to leave their main home in Camden due to serious damage caused by external environmental factors beyond their control; and where a statutory exemption does not otherwise apply. The exemption will stop after 12 months, or when the main home is reoccupied, whichever is the soonest.

## Specific Reductions

The Council has the power to reduce the amount due on an individual council tax bill under Section 13A of the Local Government Finance Act 1992, in certain exceptional circumstances.

## Complaints

If you have a complaint please contact us either by phone on 020 7874 5735 or write to the address shown overleaf. Please state clearly you are making a complaint and the reasons for doing so.

## Appeals

If you have made a change to your property, or you are a new taxpayer and you think that your property should be placed in a higher or lower band, you should write to:

The Listing Officer for Camden  
Council Tax South  
Valuation Office Agency  
2nd Floor, 1 Francis Grove  
Wimbledon  
London, SW19 4DT  
Phone 03000 501 501

If you appeal you must still pay this bill. The band your property is in is based on the value of your home on 1 April 1991. Any changes in value since then are not taken into account.

You may also appeal if you think that you should not be paying Council Tax. For example, because you do not own or live in the property, or because your property is exempt, or because you think the way we have worked out the bill is not correct. If you want to appeal for these or similar reasons, you must first write to us so that we can reconsider the case.

## Ways to pay

### Direct debit

Direct debit is the cheapest and easiest way to pay. If you would like to pay by direct debit, please phone 020 7974 6470 or fill in the form in the payment book. If your payments are already shown on the front of your bill, you do not need to do anything.

### Credit / Debit card

To pay by debit or credit card visit our website ([www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)) and follow the instructions on the screen. Or phone the 24hr payment line on 020 7974 6104. Make sure you have your card and Council Tax account number handy.

### At a Post Office

You can pay by cash, cheque or debit card at any Post Office. In order to make a payment, take this bill or payment slip to any post office. Please ensure you keep your receipt as proof of payment. You need to allow at least 3 working days for the payment to reach your account. When paying in person, cheques should be made payable to "Post Office Counters Ltd". There is no charge for this service.

### Paypoint

You can pay in cash at any shop where you see the Paypoint sign. There is no charge for this service. Please make sure you take your payment book with you.

### Telephone or Online Banking

Please see the front of the bill for Council's bank account details.

### By post

You should make your cheques and postal orders payable to 'LB Camden (CTax)'. Please write your Council Tax account number on the back of your cheque or postal order and send it with your payment slip at least three days before the payment is due. The address is:  
London Borough of Camden  
Chief Cashier  
Town Hall  
Judd Street  
London WC1H 9JE.

### At a Bank

You should take your payment book to the bank with you. You may have to pay a fee if you pay at a bank which is not your own bank.

You can now pay by 12 monthly instalments rather than 10. Please phone the number overleaf by 7th April 2014 if you wish to do so.

If you do not pay the instalments when they are due you will lose your right to pay in instalments, and you will have to pay the full balance for the rest of the financial year. Don't let this happen to you - contact us straightaway if you cannot pay.

31.iii.2014 pmt 188.36 =  
25.iv.2014 pmt 191.00 =  
26.v.2014 pmt 191.00 =  
24.vi.2014 pmt 191.00 =  
26.vii.2014 pmt 191.00 =  
26.viii.2014 pmt 191.00 =  
26.ix.2014 pmt 191.00 =  
26.x.2014 pmt 191.00 =  
26.xi.2014 pmt 191.00 =  
26.xii.2014 pmt 191.00 =

We can provide information in Braille or large print. If you would like details, please call us on the number shown over the page. The information you supply for the purposes of Council Tax administration and enforcement may be used by us in connection with the provision of other Council services to you. The Data Protection Act gives you the right to see the personal information that the council holds about you. This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for the prevention and protection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see [www.camden.gov.uk/privacy](http://www.camden.gov.uk/privacy). We are required under Part IIA of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise.



# COUNCIL TAX AND BUSINESS RATES SERVICE

Camden Town Hall, Judd Street, London, WC1H 8NH



Telephone: 020 7974 6470 - Lines open 8am to 5pm, Monday to Friday

Fax: 020 7974 6450

Central Minicom No.: 020 7974 6866

24 hour telephone payment line: 020 7974 6104

Email: [revenues@camden.gov.uk](mailto:revenues@camden.gov.uk)

Pay online at [www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)

**Data Protection Act 1998:** We may share the information you give us with other council departments and other local or central agencies if the law allows this. Please see the foot of the back page for more details.

Date of Issue: 13/03/15

**Account Ref: 80072942**

Property Address:

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

36900

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

Reason for Bill: New Year Billing

## COUNCIL TAX FOR FINANCIAL YEAR 2015/2016

Property Band: F

%age Change

London Borough of Camden  
Greater London Authority  
Annual Charge for Period

2.0%	£1504.84
-1.3%	£426.11
1.2%	£1930.95

**Council Tax for period 01/04/15 to 31/03/16**

**£1930.95**

**TOTAL DUE:**

**£1930.95**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
✓ 01/04/2015	£193.95	✓ 01/09/2015	£193.00
✓ 01/05/2015	£193.00	✓ 01/10/2015	£193.00
✓ 01/06/2015	£193.00	✓ 01/11/2015	£193.00
✓ 01/07/2015	£193.00	✓ 01/12/2015	£193.00
✓ 01/08/2015	£193.00	✓ 01/01/2016	£193.00

INTERNET OR PHONE BANKING: PLEASE PAY TO CAMDEN COUNCIL  
TAX, SORT CODE 50-30-03, ACCOUNT NUMBER 24314463, QUOTING  
YOUR REFERENCE 80072942

POST OFFICE/PAYPOINT BARCODE



9826 0054 1800 0080 0729 4201

For more financial information about your council tax and how it is spent, please visit  
[www.camden.gov.uk](http://www.camden.gov.uk) You can request a hard copy of this information free of charge.

**Please see over the page for details of how to pay.**

FDML/CAMCTP1a/0923

CAM\_CTBL\_AB\_ONG\_V1

# You may be able to reduce your Council Tax Bill.

Please read these notes carefully because discounts and exemptions will only be awarded from the date you apply or within 21 days of your first bill.

## Council Tax valuation bands

Council Tax is charged on most properties. Each property belongs in one of eight bands depending on its value on 1 April 1991.

Valuation Range of values band

A	Up to and including £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

The band which applies to your home is shown over the page.

## Discounts

The basic council tax charge covers two adults aged 18 or over living in the property. The following discounts can be applied for:

- If you are the only person living in the property, a 25% discount
- If another person lives with you who is, for example, a student, a 25% discount. A full list of people who are disregarded can be found at [www.camden.gov.uk](http://www.camden.gov.uk)
- If nobody lives in your property and it is empty of furniture, a 100% discount may apply for the first month it is empty, before reverting to the full tax.
- If the property is empty of furniture and undergoing structural alterations or in need of repair, a 25% discount for one year.
- Annexes which are used by the occupier of the main house as part of the main home, or annexes which are occupied by a relative of the person living in the main house will be entitled to a 50 percent reduction in the Council Tax payable on the annex.

The discounts above will normally only run from the date you apply. If you receive a discount and your circumstances change, you must tell us within 21 days, other wise you may have to pay a penalty of £70.00

## People with disabilities

If you or any member of your household is disabled and part or all of your home has been adapted because of this, you can claim disability relief. If your claim is successful, we will reduce your bill to one in the band below yours.

## Council Tax Premium

If nobody lives in your property and it has been empty of furniture for two years or longer, a premium of 50% council tax is payable in addition to the normal tax.

## Council Tax Reduction Scheme

Council Tax Support can help with all or some of your Council Tax. Whether you will get Council Tax Support depends on the amount of Council Tax you have to pay, your personal circumstances and your income and savings. You should apply straight away because we can only pay support from the date we receive your claim. You can get more information by ringing our helpline on 020 7974 4444.

## Exempt properties

Council Tax is not charged on certain properties. These are known as 'exempt properties' and include the following

- student halls of residence and properties only lived in only by students;
- Ministry of Defence barracks and married quarters;
- Accommodation for visiting forces;
- properties lived in by foreign diplomats who would pay Council Tax;
- parts of properties lived in by the elderly or disabled relatives of those living in the rest of the property (eg. a granny flat);
- Foster carers and family and friends carers are entitled to an exemption. If you are registered with Camden this will show on your bill automatically.

For certain types of empty properties we do not charge Council Tax. These include the following.

- Properties which were lived in by people who are now in prison, in hospital or a home, or who are receiving or providing care elsewhere.
- Property owned or tenanted by someone who has died, where probate has not been granted or rent is still payable.
- Properties which nobody can live in by law.
- Properties which are kept empty for religious ministers.
- Properties which were lived in by students.
- Properties which have been repossessed.
- Properties left by someone who has become bankrupt.
- Empty caravan pitches or boat moorings.
- Empty parts of adjoining properties which cannot be let separately.
- Properties where all the residents are under 18 years old
- Properties where all the residents are severely mentally disabled.

- An exemption may be awarded where the occupier is forced to leave their main home in Camden due to serious damage caused by external environmental factors beyond their control; and where a statutory exemption does not otherwise apply. The exemption will stop after 12 months, or when the main home is reoccupied, whichever is the soonest.

## Specific Reductions

The Council has the power to reduce the amount due on an individual council tax bill under Section 13A of the Local Government Finance Act 1992, in certain exceptional circumstances.

## Complaints

If you have a complaint please contact us either by phone on 020 7974 4444 or write to the address shown overleaf. Please state clearly you are making a complaint and the reasons for doing so.

## Appeals

If you have made a change to your property, or you are a new taxpayer and you think that your property should be placed in a higher or lower band, you should write to:

The Listing Officer for Camden  
Council Tax South  
Valuation Office Agency  
2nd Floor, 1 Francis Grove  
Wimbledon  
London, SW19 4DT  
Phone 03000 501 501

If you appeal you must still pay this bill. The band your property is in is based on the value of your home on 1 April 1991. Any changes in value since then are not taken into account.

You may also appeal if you think that you should not be paying Council Tax. For example, because you do not own or live in the property, or because your property is exempt, or because you think the way we have worked out the bill is not correct. If you want to appeal for these or similar reasons, you must first write to us so that we can reconsider the case.

*193.95 pence 25.03.2015*  
*193.00 pence 27.04.2015*  
*193.00 pence 22.06.2015*  
*193.00 pence 27.07.10*  
*25.00 pence 183, -*  
*28.10. pence 193,00 £*

## Ways to pay

Please note that payment books are no longer issued

### Direct debit

Direct debit is the cheapest and easiest way to pay. If you would like to pay by direct debit, please phone 020 7974 6470 or fill in the form in the payment book. If your payments are already shown on the front of your bill, you do not need to do anything.



### Paypoint

You can pay in cash at any shop where you see the Paypoint sign. There is no charge for this service. Please make sure you take your payment book with you.



### Telephone or Online Banking

Please see the front of the bill for Council's bank account details. ALWAYS QUOTE YOUR COUNCIL TAX REFERENCE NUMBER SHOWN ON THE FRONT OF THIS BILL.



### By post

You should make your cheques and postal orders payable to 'LB Camden (CTax)'. Please write your Council Tax account number on the back of your cheque or postal order and send it with your payment slip at least three days before the payment is due.

The address is:  
London Borough of Camden  
Chief Cashier  
Camden Town Hall  
Judd Street  
London WC1H 9JE.

You can now pay by 12 monthly instalments rather than 10. Please phone the number overleaf by 7th April 2015 if you wish to do so.

If you do not pay the instalments when they are due you will lose your right to pay in instalments, and you will have to pay the full balance for the rest of the financial year. Don't let this happen to you - contact us straightaway if you cannot pay.

*26.11. pence - 193,00 £*  
*28.10. pence 193,00 £*



### Credit / Debit card

To pay by debit or credit card visit our website ([www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)) and follow the instructions on the screen. Or phone the 24hr payment line on 020 7974 6104. Make sure you have your card and Council Tax account number handy.

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We can provide information in Braille or large print. If you would like details, please call us on the number shown over the page. The information you supply for the purposes of Council Tax administration and enforcement may be used by us in connection with the provision of other Council services to you. The Data Protection Act gives you the right to see the personal information that the council holds about you. This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for the prevention and protection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see [www.camden.gov.uk/privacy](http://www.camden.gov.uk/privacy). We are required under Part IIA of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise.

# COUNCIL TAX AND BUSINESS RATES SERVICE

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Fax: 020 7974 6450

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Email: [revenues@camden.gov.uk](mailto:revenues@camden.gov.uk)

Pay online at [www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)

**Data Protection Act 1998:** We may share the information you give us with other council departments and other local or central agencies if the law allows this. Please see the footnote on the reverse of this bill for more details.

Date of Issue: 11/03/16

**Account Ref: 80072942**

Property Address:

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

36900

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

Reason for Bill: New Year Billing



## COUNCIL TAX FOR FINANCIAL YEAR 2016/2017

Property Band: F

% change

London Borough of Camden\*

2.0% + 2.0%

£1564.88

Greater London Authority

-6.4%

£398.67

Annual Charge for Period

1.7%

£1963.55

\* The council tax attributable to Camden includes a precept to fund adult social care. Please visit [www.camden.gov.uk/counciltax](http://www.camden.gov.uk/counciltax) for more details.

**Council Tax for period 01/04/16 to 31/03/17**

**£1963.55**

TOTAL DUE:

**£1963.55**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
01/04/2016	£199.55 ✓	01/09/2016	£196.00 ✓
01/05/2016	£196.00 ✓	01/10/2016	£196.00 ✓
01/06/2016	£196.00 ✓	01/11/2016	£196.00 ✓
01/07/2016	£196.00 ✓	01/12/2016	£196.00 ✓
01/08/2016	£196.00 ✓	01/01/2017	£196.00

IF YOU DO NOT PAY THE INSTALMENTS WHEN THEY ARE DUE, THE FULL BALANCE ON THE ACCOUNT WILL BECOME PAYABLE. PLEASE CONTACT OUR OFFICE STRAIGHT AWAY IF YOU CANNOT PAY.

POST OFFICE/PAYPOINT BARCODE



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9826 0054 1800 0080 0729 4201

**Please see over the page for details of how to pay.**



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Valuation Range of values

band	Up to and including
A	£40,001 to £52,000
B	£52,001 to £68,000
C	£68,001 to £88,000
D	£88,001 to £120,000
E	£120,001 to £160,000
F	£160,001 to £320,000
G	More than £320,000

The band which applies to your home is shown over the page.

## Discounts

The basic council tax charge covers two adults aged 18 or over living in the property. The following discounts can be applied for;

- If you are the only person living in the property, a 25% discount
- If another person lives with you who is, for example, a student, a 25% discount. A full list of people who are disregarded can be found at [www.camden.gov.uk](http://www.camden.gov.uk)
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- If the property is empty of furniture and undergoing structural alterations or in need of repair, a 25% discount can be applied for one year.
- Annexes, which are used by the occupier of the main house as part of the main home, or annexes, which are occupied by a relative of the person living in the main house will be entitled to a 50 percent reduction in the Council Tax payable on the annexe.

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- Properties which nobody can live in by law.
- Properties kept empty for religious ministers.
- Properties lived in by students.
- Properties which have been repossessed.
- Properties left by someone who has become bankrupt.
- Empty caravan pitches or boat moorings.
- Empty parts of adjoining properties, which cannot be let separately.
- Properties where all the residents are under 18 years old
- Properties where all the residents are severely mentally disabled.
- An exemption may be awarded where the

occupier is forced to leave their main home in Camden due to serious damage caused by external environmental factors beyond their control; and where a statutory exemption does not otherwise apply. The exemption will stop after 12 months, or when the main home is reoccupied, whichever is the soonest.

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The Council has the power to reduce the amount due on an individual council tax bill under Section 13A of the Local Government Finance Act 1992, in certain exceptional circumstances.

## Complaints

If you have a complaint please contact us either by phone on 020 7974 4444 or write to the address shown overleaf. Please state clearly you are making a complaint and the reasons for doing so.

## Appeals

If you have made a change to your property, or you are a new taxpayer and you think that your property should be placed in a higher or lower band, you should write to:

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Valuation Office Agency  
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## Ways to pay

Please note that payment books are no longer issued

### Direct debit



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### Paypoint



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### Telephone or Online Banking



Please pay to Camden Council Tax, sort code 50-30-03, bank account number 24314463, quoting your reference 80072942

### By post



You should make your cheques and postal orders payable to 'LB Camden (CTax)'. Please write your Council Tax account number on the back of your cheque or postal order and send it with your payment slip at least three days before the payment is due.

The address is:  
London Borough of Camden  
Chief Cashier  
Camden Town Hall  
Judd Street  
London WC1H 9JE.

You can now pay by 12 monthly instalments rather than 10. Please telephone the number overleaf by 7th April if you wish to do so.

199.55, prelev. 14.03.2015  
196.00 prelev 25.04  
196.00 prelev 25.05  
108. prelev 186.00

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# COUNCIL TAX AND BUSINESS RATES SERVICE

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Date of Issue: 17/03/17

**Account Ref: 80072942**

Property Address:

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

36900

Reason for Bill: New Year Billing

## COUNCIL TAX FOR FINANCIAL YEAR 2017/2018

Property Band: F

	Change	Amount Due
London Borough of Camden general expenditure	2.0%	£1565.92
London Borough of Camden adult social care precept	3.0%	£77.05
Greater London Authority	1.5%	£404.47
Annual Charge for Period	4.3%	£2047.44

The council tax attributable to Camden includes a precept to fund adult social care. Please visit [www.camden.gov.uk/counciltax](http://www.camden.gov.uk/counciltax) for more details.

**Council Tax for period 01/04/17 to 31/03/18**

**£2047.44**

TOTAL DUE:

**£2047.44**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
01/04/2017	£202.44 ✓	01/09/2017	£205.00
01/05/2017	£205.00 ✓	01/10/2017	£205.00
01/06/2017	£205.00	01/11/2017	£205.00
01/07/2017	£205.00	01/12/2017	£205.00
01/08/2017	£205.00	01/01/2018	£205.00

IF YOU DO NOT PAY THE INSTALMENTS WHEN THEY ARE DUE, THE FULL BALANCE ON THE ACCOUNT WILL BECOME PAYABLE. PLEASE CONTACT OUR OFFICE STRAIGHT AWAY IF YOU CANNOT PAY.

For more financial information about your council tax and how it is spent, please visit [www.camden.gov.uk](http://www.camden.gov.uk) You can request a hard copy of this information free of charge.

POST OFFICE/PAYPOINT BARCODE



9826 0054 1800 0080 0729 4201

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## Council Tax valuation bands

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A	Up to and including £40,000
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- If another person lives with you who is, for example, a student, a 25% discount. A full list of people who are disregarded can be found at [www.camden.gov.uk](http://www.camden.gov.uk)
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## The Adult Social Care Precept

For adult social care authorities, council tax bills show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

## Ways to pay

Please note that payment books are no longer issued



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London Borough of Camden  
Chief Cashier  
Camden Town Hall  
Judd Street  
London WC1H 9JE.



### Telephone or Online Banking

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202,44 28 11  
205,00 08 25

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Date of Issue: 16/03/18

**Account Ref: 80072942**

Property Address:

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

36900

**Reason for Bill: Your council tax bill for the new financial year**

## COUNCIL TAX FOR FINANCIAL YEAR 2018/2019

Property Band: F

	% change	
London Borough of Camden general expenditure	3.0%	£1615.05
London Borough of Camden adult social care precept	2.0%	£109.91
Greater London Authority	5.1%	£425.00
Annual Charge for Period	5.0%	£2149.96

**Council Tax for period 01/04/18 to 31/03/19**

**£2149.96**

Payments:

TOTAL DUE:

£220.00 credit  
**£1929.96**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
01/05/2018	£209.96	01/10/2018	£215.00
01/06/2018	£215.00	01/11/2018	£215.00
01/07/2018	£215.00	01/12/2018	£215.00
01/08/2018	£215.00	01/01/2019	£215.00
01/09/2018	£215.00		

POST OFFICE/PAYPOINT BARCODE



For more financial information about your council tax and how it is spent, please visit [www.camden.gov.uk](http://www.camden.gov.uk) You can request a hard copy of this information free of charge.

9826 0054 1800 0080 0729 4201

**Please see over the page for details of how to pay.**

# You may be able to reduce your Council Tax Bill.

Please read these notes carefully because discounts and exemptions will only be awarded from the date you apply or within 21 days of your first bill.

## Council Tax valuation bands

Council Tax is charged on most properties. Each property belongs in one of eight bands depending on its value on 1 April 1991.

Valuation Range of values band

A	Up to and including £40,000
B	£40,001 to £52,000
C	£52,001 to £68,000
D	£68,001 to £88,000
E	£88,001 to £120,000
F	£120,001 to £160,000
G	£160,001 to £320,000
H	More than £320,000

The band which applies to your home is shown over the page.

## Discounts

The basic council tax charge covers two adults aged 18 or over living in the property. The following discounts can be applied for;

- If you are the only person living in the property, a 25% discount
- If another person lives with you who is, for example, a student, a 25% discount. A full list of people who are disregarded can be found at [www.camden.gov.uk](http://www.camden.gov.uk)
- If nobody lives in your property and it is empty of furniture, a 100% discount may apply for the first month, before reverting to the full tax.
- If the property is empty of furniture and undergoing structural alterations or in need of repair, a 25% discount can be applied for one year.
- Annexes, which are used by the occupier of the main house as part of the main home, or annexes, which are occupied by a relative of the person living in the main house will be entitled to a 50 percent reduction in the Council Tax payable on the annexe.

The discounts above will normally only run from the date you apply. If you receive a discount and your circumstances change, you must tell us within 21 days, other wise you may have to pay a penalty of £70.00

## People with disabilities

If you or any member of your household is disabled and part or all of your home has been adapted because of this, you can claim disability relief. If your claim is successful, we will reduce your bill to one in the band below yours.

## Council Tax Premium

If nobody lives in your property and it has been empty of furniture for two years or longer, a premium of 50% council tax is payable in addition to the normal tax.

## Council Tax Reduction Scheme

Council Tax Support can help with all or some of your Council Tax. Whether you will get Council Tax Support depends on the amount of Council Tax you have to pay, your personal circumstances and your income and savings. You should apply straight away because we can only pay support from the date we receive your claim. You can get more information by ringing our helpline on 020 7974 4444.

## Exempt properties

Council Tax is not charged on certain properties. These are known as 'exempt properties' and include the following

- student halls of residence and properties only lived in only by students;
- Ministry of Defence barracks and married quarters;
- accommodation for visiting forces;
- properties lived in by foreign diplomats who would pay Council Tax;
- parts of properties lived in by the elderly or disabled relatives of those living in the rest of the property (eg, a granny flat);
- Foster carers and family and friends carers are entitled to an exemption. If you are registered with Camden this will show on your bill automatically.
- Care leavers liable for council tax and registered with Camden are entitled to exemption up to age 25.
- Properties lived in by people who are now in prison, hospital or a home, or receiving or providing care elsewhere.
- Property owned or tenanted by someone who has died, where probate has not been granted or rent is still payable.
- Properties which nobody can live in by law.
- Properties kept empty for religious ministers.
- Properties lived in by students.
- Properties which have been repossessed.
- Properties left by someone who has become bankrupt.
- Empty caravan pitches or boat moorings.
- Empty parts of adjoining properties, which cannot be let separately.
- Properties where all the residents are under 18 years old
- Properties where all the residents are severely mentally disabled.
- An exemption may be awarded where the

occupier is forced to leave their main home in Camden due to serious damage caused by external environmental factors beyond their control; and where a statutory exemption does not otherwise apply. The exemption will stop after 12 months, or when the main home is reoccupied, whichever is the soonest.

## Specific Reductions

The Council has the power to reduce the amount due on an individual council tax bill under Section 13A of the Local Government Finance Act 1992, in certain exceptional circumstances.

## Complaints

If you have a complaint please contact us either by phone on 020 7974 4444 or write to the address shown overleaf. Please state clearly you are making a complaint and the reasons for doing so.

## Appeals

If you have made a change to your property, or you are a new taxpayer and you think that your property should be placed in a higher or lower band, you should write to:

Valuation Office Agency  
1 Ruskin Square  
Croydon  
CR0 2WF  
[ctsouth@voa.gsi.gov.uk](mailto:ctsouth@voa.gsi.gov.uk)  
Tel: 03000 501 501

If you appeal you must still pay this bill. The band your property is in is based on the value of your home on 1 April 1991. Any changes in value since then are not taken into account.

You may also appeal if you think that you should not be paying Council Tax. For example, because you do not own or live in the property, or because your property is exempt, or because you think the way we have worked out the bill is not correct. If you want to appeal for these or similar reasons, you must first write to us so that we can reconsider the case.

## The Adult Social Care Precept

For adult social care authorities, council tax bills show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

## Ways to pay

Please note that payment books are no longer issued

### Direct debit

Direct Debit is the cheapest and easiest way to pay. If you would like to pay by direct debit, please visit [www.camden.gov.uk](http://www.camden.gov.uk) and go to the Council Tax page. This will enable you to set up a direct debit on-line. Alternatively, please telephone 020 7974 6470.

### Credit / Debit card

To pay by debit or credit card visit our website ([www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)) and follow the instructions on the screen. Or telephone the 24hr payment line on 020 7974 6104. Make sure you have your card and Council Tax account number handy.

### Paypoint

You can pay in cash at any shop where you see the Paypoint sign. There is no charge for this service. Please make sure you take your bill with you.

### Telephone or Online Banking

Please pay to Camden Council Tax, sort code 50-30-03, bank account number 24314463, quoting your reference 80072942

### At a Post Office

You can pay by cash, cheque or debit card at any Post Office. In order to make a payment, take this bill to any post office. Please ensure you keep your receipt as proof of payment. You need to allow at least 3 working days for the payment to reach your account. When paying in person, cheques should be made payable to "Post Office Counters Ltd". There is no charge for this service.

We can provide information in Braille or large print. If you would like details, please call us on the telephone number shown over the page. The information you supply for the purposes of Council Tax administration and enforcement may be used by us in connection with the provision of other Council services to you. The Data Protection Act gives you the right to see the personal information that the council holds about you. This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for the prevention and protection of fraud. It may also share this information with the London Counter Fraud Hub and other bodies responsible for auditing or administering public funds for these purposes. For further information, see [www.camden.gov.uk/privacy](http://www.camden.gov.uk/privacy). We are required under Part IIA of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise.



# COUNCIL TAX AND BUSINESS RATES SERVICE

PO Box 785, Redhill, RH1 9JB



Telephone: 020 7974 6470 - Lines open 8am to 6pm, Monday to Friday

Email: [revenues@camden.gov.uk](mailto:revenues@camden.gov.uk)

24 hour telephone payment line: 020 7974 6104

Pay online at [www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)

**Data Protection Act 1998:** We may share the information you give us with other council departments and other local or central agencies if the law allows this. Please see the footnote on the reverse of this bill for more details.

MR L MILANOWSKI  
FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

36900

Date of Issue: 08/03/19

**Account Ref: 80072942**

Property Address:

FLAT A  
11 BISHAM GARDENS  
LONDON  
N6 6DJ

**Reason for Bill: Your council tax bill for the new financial year**

## COUNCIL TAX FOR FINANCIAL YEAR 2019/2020

Property Band: F

	Change	Amount Due
London Borough of Camden general expenditure	3.0%	£1666.62
London Borough of Camden adult social care precept	1.0%	£127.15
Greater London Authority	8.9%	£462.96
Annual Charge for Period	5.0%	<u>£2256.73</u>

The council tax attributable to Camden includes a precept to fund adult social care. Please visit [www.camden.gov.uk/counciltax](http://www.camden.gov.uk/counciltax) for more details.

**Council Tax for period 01/04/19 to 31/03/20**

**£2256.73**

Payments:

TOTAL DUE:

£372.48 credit

**£1884.25**

**This Bill is payable by instalments as follows:**

Date Due	Amount Due	Date Due	Amount Due
01/05/2019	£76.25	01/10/2019	£226.00
01/06/2019	£226.00	01/11/2019	£226.00
01/07/2019	£226.00	01/12/2019	£226.00
01/08/2019	£226.00	01/01/2020	£226.00
01/09/2019	£226.00		

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G	£160,001 to £320,000
H	More than £320,000

The band which applies to your home is shown over the page.

## Discounts

The basic council tax charge covers two adults aged 18 or over living in the property. The following discounts can be applied for;

- If you are the only person living in the property, a 25% discount
- If another person lives with you who is, for example, a student, a 25% discount. A full list of people who are disregarded can be found at [www.camden.gov.uk](http://www.camden.gov.uk)
- If nobody lives in your property and it is empty of furniture, a 100% discount may apply for the first month, before reverting to the full tax.
- If the property is empty of furniture and undergoing structural alterations or in need of repair, a 25% discount can be applied for one year.
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- parts of properties lived in by the elderly or disabled relatives of those living in the rest of the property (eg. a granny flat);
- Foster carers and family and friends carers are entitled to an exemption. If you are registered with Camden this will show on your bill automatically.
- Care leavers liable for council tax and registered with Camden are entitled to exemption up to age 25.
- Properties lived in by people who are now in prison, hospital or a home, or receiving or providing care elsewhere.
- Property owned or tenanted by someone who has died, where probate has not been granted or rent is still payable.
- Properties which nobody can live in by law.
- Properties kept empty for religious ministers.
- Properties lived in by students.
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- Properties left by someone who has become bankrupt.
- Empty caravan pitches or boat moorings.
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- Properties where all the residents are severely mentally disabled.
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If you have a complaint please contact us either by phone on 020 7974 4444 or write to the address shown overleaf. Please state clearly you are making a complaint and the reasons for doing so.

## Appeals

If you have made a change to your property, or you think that your property should be placed in a higher or lower band, you should visit:

[www.gov.uk/contact-voa](http://www.gov.uk/contact-voa)  
or telephone 03000 501 501

If you appeal you must still pay this bill. The band your property is in is based on the value of your home on 1 April 1991. Any changes in value since then are not taken into account.

You may also appeal if you think that you should not be paying Council Tax. For example, because you do not own or live in the property, or because your property is exempt, or because you think the way we have worked out the bill is not correct. If you want to appeal for these or similar reasons, you must first write to us so that we can reconsider the case.

## The Adult Social Care Precept

For adult social care authorities, council tax bills show two percentage changes: one for the part of the overall change attributable to the adult social care precept, and one for the part attributable to general expenditure.

Please note that the percentage increase shown on the front represents the percentage increase caused to the total council tax and not the increase in the precept itself.

## Ways to pay

Please note that payment books are no longer issued



### Direct debit

Direct Debit is the cheapest and easiest way to pay. If you would like to pay by direct debit, please visit [www.camden.gov.uk](http://www.camden.gov.uk) and go to the Council Tax page. This will enable you to set up a direct debit on-line. Alternatively, please telephone 020 7974 6470.



### Paypoint

You can pay in cash at any shop where you see the Paypoint sign. There is no charge for this service. Please make sure you take your bill with you.



### At a Post Office

You can pay by cash, cheque or debit card at any Post Office. In order to make a payment, take this bill to any post office. Please ensure you keep your receipt as proof of payment. You need to allow at least 3 working days for the payment to reach your account. When paying in person, cheques should be made payable to "Post Office Ltd". There is no charge for this service.



### Credit / Debit card

To pay by debit or credit card visit our website ([www.camden.gov.uk/pay](http://www.camden.gov.uk/pay)) and follow the instructions on the screen. Or telephone the 24hr payment line on 020 7974 6104. Make sure you have your card and Council Tax account number handy.



### Telephone or Online Banking

Please pay to Camden Council Tax, sort code 50-30-03, bank account number 24314463, quoting your reference **80072942**

The information we collect and process for administering Council Tax is used to accurately calculate your bill and apply any relevant discounts and exemptions. The information you provide may be shared with other council departments to help you access services more easily, and as set out in our Privacy Notice. We may share information with external agencies if we are required to by law or in accordance with Data Protection legislation, for the detection and prevention of fraud and crime. If you would like more information on how the council processes your personal information please see our Privacy Notice at [www.camden.gov.uk/data-protection-privacy-and-cookies](http://www.camden.gov.uk/data-protection-privacy-and-cookies).



**Account number**

673 124 904 529

**Bill date:** 30 Jan 2018**24 hour emergencies:**

Electricity: 105

Gas: 0800 1 11 999



Access your energy account  
securely 24/7 via MyAccount  
**edfenergy.com/myaccount**

Contact a Live Chat adviser  
24/7 via our website



Page 1 of 3

The Exors Of Joan Fox  
Ref: Jc. Amc.fox J., C/o Henry Boustred & Sons  
18 Highgate High Street  
Highgate  
London  
N6 5JG



E

The Exors Of Joan Fox,

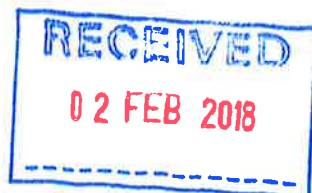
## Your electricity bill

26 October 2017 - 25 January 2018 (92 days)

Last time you owed (26 August 2017 - 25 October 2017)	£80.20
You paid us (1 payment of £80.20)	£80.20 credit
So you bring forward	£0.00
Your charges for this period (including VAT)	£149.74
<b>Your new account balance</b>	<b>£149.74</b> in debit

This is based on an estimate  
Please pay £149.74 by 13 Feb 2018

This bill is based on estimated readings. Our estimates are shown on the next page. We recommend that you check them against your meter, if it is safe and practical to do so, to make sure you're paying the right amount for your energy.

**Supply Address:**

11a Bisham Gardens, London, N6 6DJ

## Could you pay less?



Over the next 12 months

**Electricity personal projection: £519.02**

This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.

**Our cheapest variable tariff**

Over the next year you could save **£32.26** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.

**Our cheapest overall tariff**

Over the next year you could save **£56.57** by choosing Direct Debit with *Smart Saver Apr19*, our **cheapest fixed electricity tariff** available for your meter.

*Accurate as at 31 Jan 2018. Please note, we frequently withdraw and launch new tariffs, so whilst the cheapest tariff we have shown was available on sale at the time we processed this bill, this may have changed.*

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

Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.

For more about your current tariff, see page 2.



Scan this QR code with your smartphone or tablet to compare tariffs and see if you can save money.



There's another page with details of how to contact us and who to call in an emergency.

## How to pay

### Direct Debit

You can pay an agreed amount each month or alternatively you can choose to pay your bill in full. Phone us on **0800 096 9000** to arrange to set up a Direct Debit.



### Debit card or credit card

Visit our website and click on 'MyAccount' or phone our automated 24-hour service on **0800 015 1736**. You need to allow up to three working days for your payment to be processed. We accept all MasterCard, Visa cards and American Express.

### PayPoint or Payzone

Take your payment (in cash) and this bill to any PayPoint or Payzone outlet. You need to allow two working days for the payment to reach us.



### At a Post Office branch

Take this bill and your payment (cash or cheque) to any Post Office. Make cheques out to 'Post Office Ltd' and write your EDF Energy account number on the back. Allow up to seven working days for your payment to reach us.



### Telephone or online banking

Quote our sort code **40-05-30** and our bank account number **13845095** (these are different from those on the payment slip), and use your EDF Energy account number as your payment reference. Allow up to three working days for the payment to reach us.

### At a bank or building society

You can pay by cash or cheque, using the payment slip on the reverse side. Make cheques out to 'EDF Energy Customers Ltd' and write your EDF Energy account number on the back. You need to allow seven working days for your payment to reach us. (You may have to pay a fee at some banks and building societies.)

### By post

Make your cheque payable to **EDF Energy Customers Ltd** and write your **EDF Energy account number** on the back. Send it to: Payment Processing, PO Box 140, Plymouth, PL3 5RG.

### Prepayment meter

A prepayment meter lets you pay for your electricity or gas as you use it. In some cases you can use the meter to repay any money you owe us. For more information, please phone us on **0800 015 1733**.

## How Budget Direct Debit reviews work

### Budget Direct Debit reviews

We review your Direct Debit every 12 months. We might carry out more frequent reviews, but this isn't guaranteed. One-off payments you have made will be taken into account at your next review. To avoid your agreed payments changing too often, we'll only alter them between annual direct debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year.

## What you pay for

A lot happens behind the scenes to get energy into your home. The diagrams below show how your energy bill is made up. About half of your bill pays for the energy itself. The rest covers costs such as delivering energy to your home, meeting the cost of government schemes and keeping your account running smoothly, and VAT.

### Electricity

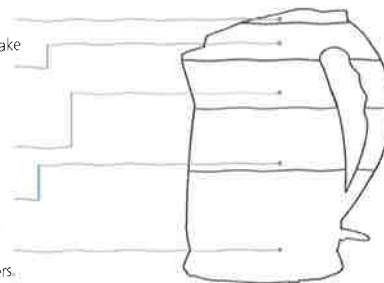
**5% VAT** – this is set by the government.

**14% Environmental and social obligations** – we take part in government schemes to improve energy efficiency, fund renewable energy and help vulnerable customers.

**18% Operating costs** – the cost of keeping your account running smoothly.

**28% Network costs** – this is the cost of getting electricity from the power station to your home.

**38% Wholesale energy costs** – this is what we pay to electricity generators to buy energy for our customers.



**103% Total costs 3% Operating loss**

### Gas

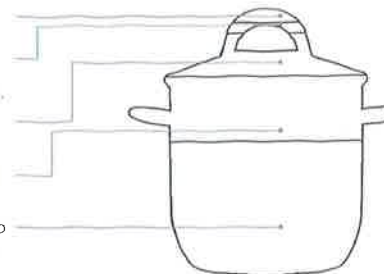
**5% VAT** – this is set by the government.

**1% Environmental and social obligations** – we take part in government schemes to improve energy efficiency and help vulnerable customers.

**19% Operating costs** – the cost of keeping your account running smoothly.

**26% Network costs** – this is the cost of transporting gas to your home.

**47% Wholesale energy costs** – this is what we pay to gas producers to buy energy for our customers.



**98% Total costs 2% Operating profit**

### Operating profit and loss

This is the profit, or loss, we made from supplying energy to our residential customers. In 2016 EDF Energy made a small profit of 2% from its supply of gas to residential customers. However, the cost of supplying electricity exceeded the prices charged to customers, creating a 3% operating loss from the supply of electricity.

The breakdown of our costs to supply energy is based on our residential supply business for 2016 as per our Ofgem segmented statements. It is an average of all payment types and tariffs, based on the average usage of EDF Energy customers.

For more information visit: [edfenergy.com/for-home/help-support/what-makes-up-your-bill](http://edfenergy.com/for-home/help-support/what-makes-up-your-bill)

## A helping hand when you need it most

### Extra help

It doesn't matter how on top of things we are, we all need a bit of extra help every now and again. Here at EDF Energy, we want to make sure you know where to find that extra help. So if you're worried about bills or managing your finances, or want to make sure you're not missing out on any extra income, visit [edfenergy.com/pss](http://edfenergy.com/pss) to find out how we can help.

### Priority services

If you or someone you know needs extra help with our services (for example, if you're disabled, elderly or have any essential medical equipment we need to know about), you can put your or their details on our Priority

Services Register. That means you can sign up for things like bills in large print, Braille or talking bills. You may also qualify for a free gas-safety check each year. If you think you're eligible to go on the Priority Services Register, call us on **0800 269 450** (textphone: **0800 096 2929**) or visit our website at [edfenergy.com/pss](http://edfenergy.com/pss) and use our Priority Services Tool to find out more.

### Get help paying your bill

If you're having difficulty paying your bill, please call free on **0800 096 9000**. We'll help you find a convenient way to pay. We're also working with Citizens Advice Plymouth to give our customers across the country independent advice on managing their money. You can call them on **0808 156 6666**, or **0300 330 0519** from a mobile phone.

Payment Processing Centre  
PO Box 62  
Plymouth  
PL3 5AG

Account number

673 124 904 529

Bill date: 5 Feb 2018

24 hour emergencies:

Electricity: 105

Gas: 0800 111 999

Access your energy account  
securely 24/7 via MyAccount  
[edfenergy.com/myaccount](http://edfenergy.com/myaccount)

Contact a Live Chat adviser  
24/7 via our website



13103 019593 0119 E 36900

The Exors Of Joan Fox  
Ref: Jc. Amc.fox J. , C/o Henry Boustred & Sons  
18 Highgate High Street  
Highgate  
London  
N6 5JG



The Exors Of Joan Fox,

## Your final electricity bill

This bill replaces your bill dated 30 January 2018.

26 October 2017 - 10 January 2018 (77 days)

Last time you owed (26 August 2017 - 25 October 2017)	£80.20
You paid us (1 payment of £80.20)	£80.20 credit
So you bring forward	£0.00
Your charges for this period (including VAT)	£120.32
<b>Your new account balance</b>	<b>£120.32</b> in debit

Please pay £120.32 by 19 Feb 2018  
This is based on an estimate

This bill is based on estimated readings. Our estimates are shown on the next page. We recommend that you check them against your meter, if it is safe and practical to do so, to make sure you're paying the right amount for your energy.

11.03  
2018

Ref 10  
012908

Page 1 of 3

Supply Address:

11a Bisham Gardens, London, N6 6DJ

## Could you pay less?



Over the next 12 months

**Electricity personal projection: £522.35**

This calculation uses a mix of UK typical consumption (3,100kWh electricity and 12,000kWh gas) and estimates of your own usage last year based on available information. It includes our current prices, as well as discounts or charges, like VAT. Your Standard (Variable) prices may go up or down.



### Our cheapest variable tariff

Over the next year you could save **£32.50** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.



### Our cheapest overall tariff

Over the next year you could save **£57.51** by choosing Direct Debit with *Online Saver Mar19*, our **cheapest fixed electricity tariff** available for your meter.

*Accurate as at 6 Feb 2018. Please note, we frequently withdraw and launch new tariffs, so whilst the cheapest tariff we have shown was available on sale at the time we processed this bill, this may have changed.*

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

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## How to pay

### Direct Debit

You can pay an agreed amount each month or alternatively you can choose to pay your bill in full. Phone us on **0800 096 9000** to arrange to set up a Direct Debit.



### Debit card or credit card

Visit our website and click on 'MyAccount' or phone our automated 24-hour service on **0800 015 1736**. You need to allow up to three working days for your payment to be processed. We accept all MasterCard, Visa cards and American Express.

### PayPoint or Payzone

Take your payment (in cash) and this bill to any PayPoint or Payzone outlet. You need to allow two working days for the payment to reach us.



### At a Post Office branch

Take this bill and your payment (cash or cheque) to any Post Office. Make cheques out to 'Post Office Ltd' and write your EDF Energy account number on the back. Allow up to seven working days for your payment to reach us.



### Telephone or online banking

Quote our sort code **40-05-30** and our bank account number **13845095** (these are different from those on the payment slip), and use your EDF Energy account number as your payment reference. Allow up to three working days for the payment to reach us.

### At a bank or building society

You can pay by cash or cheque, using the payment slip on the reverse side. Make cheques out to 'EDF Energy Customers Ltd' and write your EDF Energy account number on the back. You need to allow seven working days for your payment to reach us. (You may have to pay a fee at some banks and building societies.)

### By post

Make your cheque payable to **EDF Energy Customers Ltd** and write your **EDF Energy account number** on the back. Send it to: Payment Processing, PO Box 140, Plymouth, PL3 5RG.

### Prepayment meter

A prepayment meter lets you pay for your electricity or gas as you use it. In some cases you can use the meter to repay any money you owe us. For more information, please phone us on **0800 015 1733**.

## How Budget Direct Debit reviews work

### Budget Direct Debit reviews

We review your Direct Debit every 12 months. We might carry out more frequent reviews, but this isn't guaranteed. One-off payments you have made will be taken into account at your next review. To avoid your agreed payments changing too often, we'll only alter them between annual direct debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year.

## What you pay for

A lot happens behind the scenes to get energy into your home. The diagrams below show how your energy bill is made up. About half of your bill pays for the energy itself. The rest covers costs such as delivering energy to your home, meeting the cost of government schemes and keeping your account running smoothly, and VAT.

### Electricity

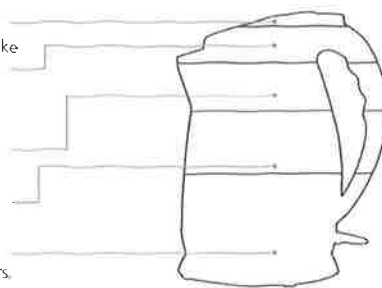
**5% VAT** – this is set by the government.

**14% Environmental and social obligations** – we take part in government schemes to improve energy efficiency, fund renewable energy and help vulnerable customers.

**18% Operating costs** – the cost of keeping your account running smoothly.

**28% Network costs** – this is the cost of getting electricity from the power station to your home.

**38% Wholesale energy costs** – this is what we pay to electricity generators to buy energy for our customers.



**103% Total costs 3% Operating loss**

### Gas

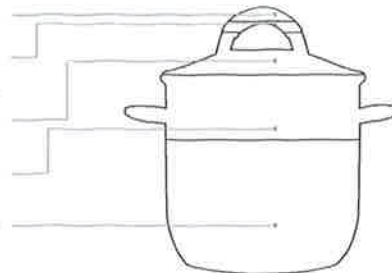
**5% VAT** – this is set by the government.

**1% Environmental and social obligations** – we take part in government schemes to improve energy efficiency and help vulnerable customers.

**19% Operating costs** – the cost of keeping your account running smoothly.

**26% Network costs** – this is the cost of transporting gas to your home.

**47% Wholesale energy costs** – this is what we pay to gas producers to buy energy for our customers.



**98% Total costs 2% Operating profit**

### Operating profit and loss

This is the profit, or loss, we made from supplying energy to our residential customers. In 2016 EDF Energy made a small profit of 2% from its supply of gas to residential customers. However, the cost of supplying electricity exceeded the prices charged to customers, creating a 3% operating loss from the supply of electricity.

The breakdown of our costs to supply energy is based on our residential supply business for 2016 as per our Ofgem segmented statements. It is an average of all payment types and tariffs, based on the average usage of EDF Energy customers.

For more information visit: [edfenergy.com/for-home/help-support/what-makes-up-your-bill](http://edfenergy.com/for-home/help-support/what-makes-up-your-bill)

## A helping hand when you need it most

### Extra help

It doesn't matter how on top of things we are, we all need a bit of extra help every now and again. Here at EDF Energy, we want to make sure you know where to find that extra help. So if you're worried about bills or managing your finances, or want to make sure you're not missing out on any extra income, visit [edfenergy.com/pss](http://edfenergy.com/pss) to find out how we can help.

### Priority services

If you or someone you know needs extra help with our services (for example, if you're disabled, elderly or have any essential medical equipment we need to know about), you can put your or their details on our Priority

Services Register. That means you can sign up for things like bills in large print, Braille or talking bills. You may also qualify for a free gas-safety check each year. If you think you're eligible to go on the Priority Services Register, call us on **0800 269 450** (textphone: **0800 096 2929**) or visit our website at [edfenergy.com/pss](http://edfenergy.com/pss) and use our Priority Services Tool to find out more.

### Get help paying your bill

If you're having difficulty paying your bill, please call free on **0800 096 9000**. We'll help you find a convenient way to pay. We're also working with Citizens Advice Plymouth to give our customers across the country independent advice on managing their money. You can call them on **0808 156 6666**, or **0300 330 0519** from a mobile phone.

Payment Processing Centre  
PO Box 62  
Plymouth  
PL3 5AG



**Account number**

671 104 076 905

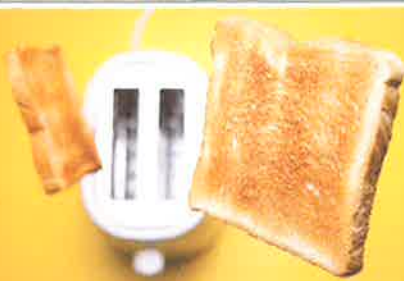
**Bill date:** 6 Feb 2018**24 hour emergencies:**

Electricity: 105

Gas: 0800 111 999

Access your energy account  
securely 24/7 via MyAccount  
[edfenergy.com/myaccount](http://edfenergy.com/myaccount)

Contact a Live Chat adviser  
24/7 via our website



13657 020901 0129 E 36900

Mr Leszek Milanowski  
11a Bisham Gardens  
London  
N6 6DJ



E

Hello Mr Leszek Milanowski,

## Your first electricity bill

11 January 2018 - 25 January 2018 (15 days)

Your charges for this period (including VAT)

£29.42

**Your new account balance****£29.42**

in debit

**This is based on an estimate**

Please pay £29.42 by 20 Feb 2018

This bill is based on estimated readings. Our estimates are shown on the next page. We recommend that you check them against your meter, if it is safe and practical to do so, to make sure you're paying the right amount for your energy.

Page 1 of 3

### Could you pay less?



Over the next 12 months

**Electricity personal projection: £514.22**

This is based on an estimate of your usage last year. It includes our current prices, as well as discounts or charges, like VAT. Your Deemed prices may go up or down.



#### Our cheapest variable tariff

Over the next year you could save **£31.91** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.



#### Our cheapest overall tariff

Over the next year you could save **£56.48** by choosing Direct Debit with *Online Saver Mar19*, our **cheapest fixed electricity tariff** available for your meter.

*Accurate as at 7 Feb 2018. Please note, we frequently withdraw and launch new tariffs, so whilst the cheapest tariff we have shown was available on sale at the time we processed this bill, this may have changed.*

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

Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.

For more about your current tariff, see page 2.



Scan this QR code with your smartphone or tablet to compare tariffs and see if you can save money.



There's another page with details of how to contact us and who to call in an emergency.

## How to pay

### Direct Debit

You can pay an agreed amount each month or alternatively you can choose to pay your bill in full. Phone us on **0800 096 9000** to arrange to set up a Direct Debit.



### Debit card or credit card

Visit our website and click on 'MyAccount' or phone our automated 24-hour service on **0800 015 1736**. You need to allow up to three working days for your payment to be processed. We accept all MasterCard, Visa cards and American Express.

### PayPoint or Payzone

Take your payment (in cash) and this bill to any PayPoint or Payzone outlet. You need to allow two working days for the payment to reach us.



### At a Post Office branch

Take this bill and your payment (cash or cheque) to any Post Office. Make cheques out to 'Post Office Ltd' and write your EDF Energy account number on the back. Allow up to seven working days for your payment to reach us.



### Telephone or online banking

Quote our sort code **40-05-30** and our bank account number **13845095** (these are different from those on the payment slip), and use your EDF Energy account number as your payment reference. Allow up to three working days for the payment to reach us.

### At a bank or building society

You can pay by cash or cheque, using the payment slip on the reverse side. Make cheques out to 'EDF Energy Customers Ltd' and write your EDF Energy account number on the back. You need to allow seven working days for your payment to reach us. (You may have to pay a fee at some banks and building societies.)

### By post

Make your cheque payable to **EDF Energy Customers Ltd** and write your **EDF Energy account number** on the back. Send it to: Payment Processing, PO Box 140, Plymouth, PL3 5RG.

### Prepayment meter

A prepayment meter lets you pay for your electricity or gas as you use it. In some cases you can use the meter to repay any money you owe us. For more information, please phone us on **0800 015 1733**.

## How Budget Direct Debit reviews work

### Budget Direct Debit reviews

We review your Direct Debit every 12 months. We might carry out more frequent reviews, but this isn't guaranteed. One-off payments you have made will be taken into account at your next review. To avoid your agreed payments changing too often, we'll only alter them between annual direct debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year.

## What you pay for

A lot happens behind the scenes to get energy into your home. The diagrams below show how your energy bill is made up. About half of your bill pays for the energy itself. The rest covers costs such as delivering energy to your home, meeting the cost of government schemes and keeping your account running smoothly, and VAT.

### Electricity

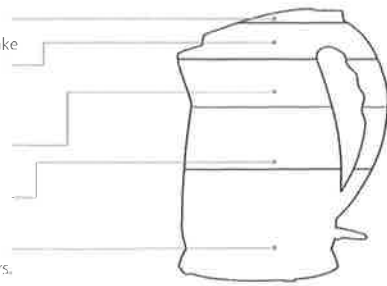
**5% VAT** – this is set by the government.

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**18% Operating costs** – the cost of keeping your account running smoothly.

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**38% Wholesale energy costs** – this is what we pay to electricity generators to buy energy for our customers.



**103% Total costs 3% Operating loss**

### Gas

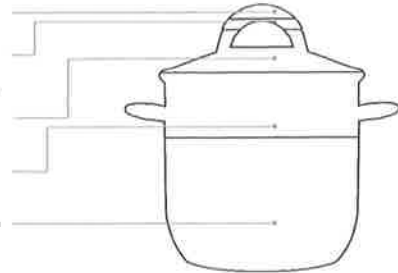
**5% VAT** – this is set by the government.

**1% Environmental and social obligations** – we take part in government schemes to improve energy efficiency and help vulnerable customers.

**19% Operating costs** – the cost of keeping your account running smoothly.

**26% Network costs** – this is the cost of transporting gas to your home.

**47% Wholesale energy costs** – this is what we pay to gas producers to buy energy for our customers.



**98% Total costs 2% Operating profit**

### Operating profit and loss

This is the profit, or loss, we made from supplying energy to our residential customers. In 2016 EDF Energy made a small profit of 2% from its supply of gas to residential customers. However, the cost of supplying electricity exceeded the prices charged to customers, creating a 3% operating loss from the supply of electricity.

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## A helping hand when you need it most

### Extra help

It doesn't matter how on top of things we are, we all need a bit of extra help every now and again. Here at EDF Energy, we want to make sure **you know** where to find that extra help. So if you're worried about bills or managing your finances, or want to make sure you're not missing out on any extra income, visit [edfenergy.com/pss](http://edfenergy.com/pss) to find out how we can help.

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Payment Processing Centre  
PO Box 62  
Plymouth  
PL3 5AG

**Account number**

671 104 076 905

**Bill date:** 1 May 2018**24 hour emergencies:**

Electricity: 105

Gas: 0800 111 999



Access your energy account  
securely 24/7 via MyAccount  
**edfenergy.com/myaccount**

Contact a Live Chat adviser  
24/7 via our website



Page 1 of 3

Mr Leszek Milanowski  
11a Bisham Gardens  
London  
N6 6DJ

E

Hello Mr Leszek Milanowski,

## Your electricity bill

26 January 2018 - 26 April 2018 (91 days)

Last time you owed (11 January 2018 - 25 January 2018)	£29.42
You paid us (1 payment of £29.42)	£29.42 credit
So you bring forward	£0.00
Your charges for this period (including VAT)	£133.68

**Your new account balance** **£133.68**  
in debit

This is based on an estimate

Please pay £133.68 by 15 May 2018

This bill is based on estimated readings. Our estimates are shown on the next page. We recommend that you check them against your meter, if it is safe and practical to do so, to make sure you're paying the right amount for your energy.

## Could you pay less?



Over the next 12 months

**Electricity personal projection: £534.57**

This is based on an estimate of your usage last year. It includes our latest announced prices, as well as discounts or charges, like VAT. Your Deemed prices may go up or down.



### Our cheapest variable tariff

Over the next year you could save **£36.45** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.



### Our cheapest overall tariff

Over the next year you could save **£79.01** by choosing Direct Debit with *Easy Online May19*, our **cheapest fixed electricity tariff** available for your meter.

*Accurate as at 1 May 2018. Please note, we frequently withdraw and launch new tariffs, so whilst the cheapest tariff we have shown was available on sale at the time we processed this bill, this may have changed.*

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

Please note that different tariffs may have eligibility criteria, limited availability, different terms and conditions or require a meter exchange.

For more about your current tariff, see page 2.



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There's another page with details of how to contact us and who to call in an emergency.

## How to pay

### Direct Debit

You can pay an agreed amount each month or alternatively you can choose to pay your bill in full. Phone us on 0800 096 9000 to arrange to set up a Direct Debit or visit our website at [edfenergy.com/myaccount](http://edfenergy.com/myaccount)



### Debit card or credit card

#### Online

Visit our website at [edfenergy.com/myaccount](http://edfenergy.com/myaccount). Simply register for free and you can then use your debit card or credit card (Visa, MasterCard and American Express) to pay your bill instantly and store your card details for future payments.

#### By phone

Call our automated service on 0800 096 7361 and pay by debit card or credit card (Visa, MasterCard and American Express). We'll ask for your **EDF Energy account number** (shown over the page) and card details.

### Telephone or online banking

Quote our sort code **40-05-30** and our bank account number **13845095** (these are different from those on the payment slip), and use your EDF Energy account number as your payment reference. Allow up to three working days for the payment to reach us.

### At a bank or building society

You can pay by cash or cheque, using the payment slip on the reverse side. Make cheques out to '**EDF Energy Customers Ltd**' and write your EDF Energy account number on the back. You need to allow seven working days for your payment to reach us. (You may have to pay a fee at some banks and building societies.)

### At a Post Office branch

Take this bill and your payment (cash or cheque) to any Post Office. Make cheques out to '**Post Office Ltd**' and write your EDF Energy account number on the back. Allow up to seven working days for your payment to reach us.



### PayPoint or Payzone

Take your payment (in cash) and this bill to any PayPoint or Payzone outlet. You need to allow two working days for the payment to reach us.



### By post

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### Prepayment meter

A prepayment meter lets you pay for your electricity or gas as you use it. In some cases you can use the meter to repay any money you owe us. For more information, please phone us on 0800 015 1733.

## How Budget Direct Debit reviews work

### Budget Direct Debit reviews

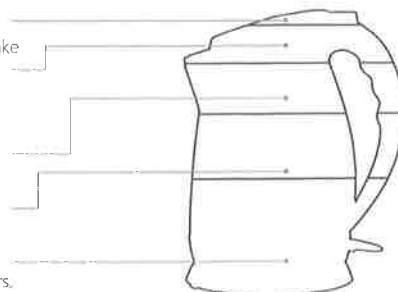
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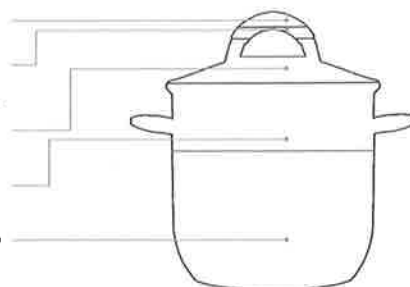
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103% Total costs 3% Operating loss

### Gas

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- 1% **Environmental and social obligations** – we take part in government schemes to improve energy efficiency and help vulnerable customers.
- 19% **Operating costs** – the cost of keeping your account running smoothly.
- 26% **Network costs** – this is the cost of transporting gas to your home.
- 47% **Wholesale energy costs** – this is what we pay to gas producers to buy energy for our customers.



98% Total costs 2% Operating profit

### Operating profit and loss

This is the profit, or loss, we made from supplying energy to our residential customers. In 2016 EDF Energy made a small profit of 2% from its supply of gas to residential customers. However, the cost of supplying electricity exceeded the prices charged to customers, creating a 3% operating loss from the supply of electricity.

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Payment Processing  
PO Box 140  
PLYMOUTH  
PL3 5RG

**Account number**

671 104 076 905

**Bill date:** 19 Jul 2018**24 hour emergencies:**

Electricity: 105

Gas: 0800 111 999



Access your energy account  
securely 24/7 via MyAccount  
**edfenergy.com/myaccount**

Contact a Live Chat adviser  
24/7 via our website



Page 1 of 3

Mr Leszek Milanowski  
11a Bisham Gardens  
London  
N6 6DJ

E

Hello Mr Leszek Milanowski,

## Your electricity bill

We've recently cancelled some charges for you. This credit is included in your balance and is shown on page 2.

11 January 2018 - 17 July 2018 (188 days)

Last time you owed (26 January 2018 - 26 April 2018)	£133.68
You paid us (1 payment of £133.68)	£133.68 credit
So you bring forward	£0.00
Your charges for this period (including VAT)	£36.99

**Your new account balance** **£36.99**  
in debit

Please pay £36.99 by 2 Aug 2018

This bill is based on your latest meter readings.

Please turn to the next page to see the detail.

## Could you pay less?



Over the next 12 months

**Electricity personal projection: £499.69**

This is based on an estimate of your usage last year. It includes our latest announced prices, as well as discounts or charges, like VAT. Your Deemed prices may go up or down.

**Our cheapest variable tariff**

Over the next year you could save **£30.80** by choosing Direct Debit with *Standard (Variable)*, our **cheapest variable electricity tariff** available for your meter.

**Our cheapest overall tariff**

Over the next year you could save **£103.25** by choosing Direct Debit with *Easy Online Exclusive Aug19v3*, our **cheapest fixed electricity tariff** available for your meter.

*Accurate as at 19 Jul 2018. Please note, we frequently withdraw and launch new tariffs, so whilst the cheapest tariff we have shown was available on sale at the time we processed this bill, this may have changed.*

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Visit our website at [edfenergy.com/myaccount](http://edfenergy.com/myaccount). Simply register for free and you can then use your debit card or credit card (Visa, MasterCard and American Express) to pay your bill instantly and store your card details for future payments.

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Call our automated service on **0800 015 1736** and pay by debit card or credit card (Visa, MasterCard and American Express). We'll ask for your **EDF Energy account number** (shown over the page) and card details.

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You can pay by cash or cheque, using the payment slip on the reverse side. Make cheques out to 'EDF Energy Customers Ltd' and write your EDF Energy account number on the back. You need to allow seven working days for your payment to reach us. (You may have to pay a fee at some banks and building societies.)

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Take this bill and your payment (cash or cheque) to any Post Office. Make cheques out to 'Post Office Ltd' and write your EDF Energy account number on the back. Allow up to seven working days for your payment to reach us.



PayPoint

#### PayPoint or Payzone

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## How Budget Direct Debit reviews work

### Budget Direct Debit reviews

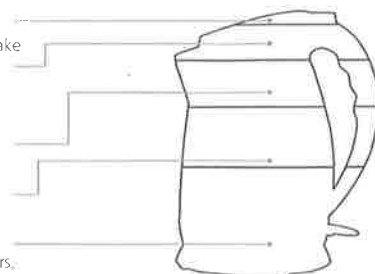
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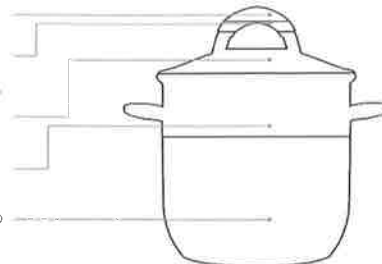
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- 34% Wholesale energy costs** – this is what we pay to electricity generators to buy energy for our customers.



**99% Total costs 1% Operating profit**

### Gas

- 5% VAT** – this is set by the government.
- 1% Environmental and social obligations** – we take part in government schemes to improve energy efficiency and help vulnerable customers.
- 20% Operating costs** – the cost of keeping your account running smoothly.
- 28% Network costs** – this is the cost of transporting gas to your home.
- 44% Wholesale energy costs** – this is what we pay to gas producers to buy energy for our customers.



**99% Total costs 1% Operating profit**

#### Operating profit and loss

This is the profit, or loss, we made from supplying energy to our residential customers. In 2017 EDF Energy made a small profit of 1% from its supply of gas to residential customers and a small profit of 1% supplying electricity to customers.

**The breakdown of our costs to supply energy is based on our residential supply business for 2017 as per our Ofgem segmented statements. It is an average of all payment types and tariffs, based on the average usage of EDF Energy customers.**

**For more information visit: [edfenergy.com/for-home/help-support/what-makes-up-your-bill](http://edfenergy.com/for-home/help-support/what-makes-up-your-bill)**

guaranteed. One-off payments you have made will be taken into account at your next review. To avoid your agreed payments changing too often, we'll only alter them between annual direct debit reviews if we think your payments need to change by more than 10% to cover your total energy costs for the year.

## A helping hand when you need it most

### Extra help

It doesn't matter how on top of things we are, we all need a bit of extra help every now and again. Here at EDF Energy, we want to make sure you know where to find that extra help. So if you're worried about bills or managing your finances, or want to make sure you're not missing out on any extra income, visit [edfenergy.com/pss](http://edfenergy.com/pss) to find out how we can help.

### Priority services

If you or someone you know needs extra help with our services (for example, if you're disabled, elderly or have any essential medical equipment we need to know about), you can put your or their details on our Priority Services Register. That means you can sign up for things like bills in large print, Braille or talking bills. You may also qualify for a free gas-safety check each year. If you think you're eligible to go on the Priority Services Register, call us on 0800 269 450 (minicom: 0800 096 2929) or visit our website at [edfenergy.com/pss](http://edfenergy.com/pss) and use our Priority Services Tool to find out more.

### Get help paying your bill

If you're having difficulty paying your bill, please call free on 0800 096 9000. We'll help you find a convenient way to pay. We're also working with Citizens Advice Plymouth to give our customers across the country independent advice on managing their money. You can call them on **0808 156 6666**, or **0300 330 0519** from a mobile phone.

Payment Processing Centre  
PO Box 140  
Plymouth  
PL3 5RG



604 111

The Estate of Miss Joan Fox  
C/O The Henry Boustred And Sons Solicitors  
Ref: JC.AMC.FOX J.  
18 Highgate High Street  
London  
N6 5JG

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We dropped our gas prices on 16th March. Any gas you've used after this date has been charged at this lower price. And your Personal Projection in 'Could you pay less' below uses the new price too.

## Your gas bill

Your customer number:  
85 00 13 72 73 55

Bill date:  
18 Aug 2016

Bill period:  
10 Feb 2016 - 18 Aug 2016

Supply address: 11a Bisham Gardens London  
N6 6DJ

1

### What do I owe?

Your payment is

**£526.08**

Gas tariff: Standard

See step 4 for more details about your account and tariff

### Your estimated gas use was

**11384.5 kWh** (kiloWatt hours)

2

### When do I pay?

Your payment is due by **1st September**

Your payment slip can be found on the last page of this bill

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 gas Personal Projection is **£978.81**

#### Cheapest Similar Tariff

Save **£50.00** by switching to Standard DD Variable tariff

#### Cheapest Overall Tariff\*

Save **£406.96** by switching to Price Promise August 2017 from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

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

\*Visit [sainsburyenergy.com/tariffs](http://sainsburyenergy.com/tariffs) to find out more about this tariff.

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

Visit [britishgas.co.uk](http://britishgas.co.uk) to know more about this or about tariffs.

To pay your bill or to give us your meter reads

[britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](http://britishgas.co.uk/submitmeterread)

Call our 24 hour automated line on  
0800 107 0224

## I'd like more detail

### About your tariff

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

#### Your gas tariff

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash/Cheque
<b>Tariff ends on</b>	No end date
<b>Exit fee</b> (if you cancel this tariff before end date)	Not applicable
<b>Based on your actual usage in the last 12 months</b>	21639.91 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)

4.84p 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 12,500 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](http://britishgas.co.uk/tariffs)

### What you paid – thank you

Postal Payment	23 February 2016	£49.92
<b>Total payments</b>		<b>£49.92</b>

### Your gas use in detail

Meter number: G4A01867151001

10 Feb 2016 - estimated meter reading 10130

15 Mar 2016 - estimated meter reading 10537

Estimated units used over 35 days 407

(Unit calorific value for this period 39.3)

**Gas units converted into kWh 4543.67**

**4543.67 kWh x 4.130p £187.65**

**Cost of gas used this period £187.65**

**Standing charge £8.66**

10 Feb 16 - 15 Mar 16

35 days at 24.770p per day

16 Mar 2016 - estimated meter reading at price change 10537

11 Apr 2016 - we read your meter 10771

Actual units used over 27 days 234

(Unit calorific value for this period 39.3)

**Gas units converted into kWh 2612.33**

**2612.33 kWh x 3.890p £101.62**

**Cost of gas used this period £101.62**

**Standing charge £6.68**

16 Mar 16 - 11 Apr 16

27 days at 24.770p per day

12 Apr 2016 - we read your meter 10771

12 Jul 2016 - we read your meter 11073

Actual units used over 92 days 302

(Unit calorific value for this period 39.4)

**Gas units converted into kWh 3380.05**

**3380.05 kWh x 3.890p £131.48**

**Cost of gas used this period £131.48**

**Standing charge £22.78**

12 Apr 16 - 12 Jul 16

92 days at 24.770p per day

Your estimated meter reading

Gas 11149

#### 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 <sup>3</sup>
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?

10783.44 kWh

10 Feb 15 - 18 Aug 15

11384.50 kWh

10 Feb 16 - 18 Aug 16

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18 Highgate High Street  
London  
N6 5JG



02 FEB 2018



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## 1

## 2

## 3

Call our 24 hour automated line on  
0800 107 0224



## 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**

**Payment method**

**Tariff ends on**

**Exit fee** (if you cancel this tariff before end date)

**Annual usage**

(based on your estimated use to date)

Standard

Cash/Cheque

No end date

Not applicable

31174.63 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.



### What you paid – thank you

Postal Payment

16 October 2017

£-118.21

**Total payments**

**£118.21**

### Your gas use in detail

**Meter number: G4A01867151001**

26 Aug 2017 - you gave us your meter reading 13489

14 Sep 2017 - estimated meter reading 13554

Estimated units used over 20 days 65

(Unit calorific value for this period 39.2)

**Gas units converted into kWh 723.80**

**Cost of gas (723.80 kWh x 3.890p) £28.16**

#### Standing charge

26 Aug 17 - 14 Sep 17

20 days at 24.770p per day **£4.95**

15 Sep 2017 - estimated meter reading at price change 13554

17 Jan 2018 - we read your meter 14786

Actual units used over 125 days 1232

(Unit calorific value for this period 39.2)

**Gas units converted into kWh 13718.83**

**Cost of gas (13718.83 kWh x 3.890p) £533.66**

#### Standing charge

15 Sep 17 - 17 Jan 18

125 days at 24.770p per day **£30.96**

Total gas used £597.73

VAT at 5.00% £29.88

**Total gas including VAT £627.61**

Your previous balance £118.21

Your payments -£118.21

**Total to pay £627.61**

Your actual meter reading

Gas

1 4 7 8 6

This bill replaces your previous bill dated 17 January 2018.

#### 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 <sup>3</sup>
b. x calorific value	See detail
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	See detail

Ref.  
24.02.2018

041012617338



726 000

Mr Leszek Milanowski  
11a Bisham Gardens  
London  
N6 6DJ

If you've sent us your meter reading, we always try to use it on your bill. Sometimes though, we'll use an estimate if your reading is unusually high or low.

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## Your first winter gas bill

Your customer number:  
85 10 10 31 71 65

Bill date:  
14 Feb 2018

Bill period:  
10 Jan 2018 - 17 Jan 2018

1

### What do I owe?

Your winter payment is

**£2.07**

Gas tariff: Standard

See step 4 for more details about your account and tariff

### Your gas use this winter was

**0 kWh** (kiloWatt hours)

2

### When do I pay?

Your payment is due by **28th February**

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 gas Personal Projection is **£1476.89**

#### Cheapest Similar Tariff

Save **£78.15** by switching to Standard DD ☐ Variable tariff

#### Cheapest Overall Tariff\*

Save **£375.92** by switching to Price Freeze February 2019 ☐ from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

☐ Direct Debit only. Tariffs may have eligibility criteria, limited availability, exit fees and materially different Ts & Cs.

\*Find out more at [sainsburyenergy.com/tariffs](http://sainsburyenergy.com/tariffs)

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

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

To pay your bill or to give us your meter reads

[britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment)

[britishgas.co.uk/submitmeterread](http://britishgas.co.uk/submitmeterread)

Call our 24 hour automated line on  
0800 107 0224

## I'd like more detail

### About your tariff

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

#### Your gas tariff

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash/Cheque
<b>Tariff ends on</b>	No end date
<b>Exit fee</b> (if you cancel this tariff before end date)	Not applicable
<b>Annual usage</b> (based on your estimated use to date)	33834.49 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.



## Your gas use in detail

**Meter number:** G4A01867151001

10 Jan 2018 - you gave us your first meter reading	14786
17 Jan 2018 - we read your meter	14786
Actual units used over 8 days (Unit calorific value for this period 39.0)	0
<b>Gas units converted into kWh</b>	<b>0.00</b>
<b>Cost of gas</b> (0.00 kWh x 3.890p)	<b>£0.00</b>
<b>Standing charge</b>	
10 Jan 18 - 17 Jan 18	
8 days at 24.770p per day	<b>£1.98</b>
Total gas used including standing charge	£1.98
VAT at 5.00%	£0.09
<b>Total charges including VAT</b>	<b>£2.07</b>
Your previous balance	£0.00
<b>Total to pay</b>	<b>£2.07</b>

Your actual meter reading

Gas 1 4 7 8 6

### Welcome to British Gas

We are delighted you've chosen us as your gas supplier in your new home.

### 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	1 m <sup>3</sup>
b. x calorific value	39.0
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	11.08



014 000  
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London  
N6 5JG

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11.03  
Account  
Balance is 0"

## Your final gas statement

Your customer number:  
85 10 09 08 40 83

Bill date:  
22 Feb 2018

Bill period:  
26 Aug 2017 - 9 Jan 2018

Supply address: 11a Bisham Gardens London  
N6 6DJ

1

You are in credit by

£2.09

Gas tariff: Standard

See step 4 for more details about your account and tariff

Your gas use was

14442.63 kWh (kiloWatt hours)

2

What happens next?

As your account is in credit we'll refund the remaining balance by cheque.

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 gas Personal Projection is **£1425.55**

**Cheapest Similar Tariff**

Save **£75.25** by switching to Standard DD ☐ Variable tariff

**Cheapest Overall Tariff\***

Save **£362.34** by switching to Price Freeze February 2019 ☐ from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

☐ Direct Debit only. Tariffs may have eligibility criteria, limited availability, exit fees and materially different Ts & Cs.

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

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

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

To pay your bill or to give us your meter reads

[britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](http://britishgas.co.uk/submitmeterread)

Call our 24 hour automated line on  
0800 107 0224



## I'd like more detail

### About your tariff

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

#### Your gas tariff

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash/Cheque
<b>Tariff ends on</b>	No end date
<b>Exit fee</b> (if you cancel this tariff before end date)	Not applicable
<b>Annual usage</b> (based on your estimated use)	32577.34 kWh

### What you paid – thank you

Postal Payment	16 October 2017	£-118.21
Online Card Payment	5 February 2018	£-627.61
<b>Total payments</b>		<b>£745.82</b>

### Your gas use in detail

**Meter number: G4A01867151001**

26 Aug 2017 - you gave us your meter reading	13489
14 Sep 2017 - estimated meter reading	13560
Estimated units used over 20 days (Unit calorific value for this period 39.2)	71
<b>Gas units converted into kWh</b>	<b>790.61</b>
<b>Cost of gas</b> (790.61 kWh x 3.890p)	<b>£30.75</b>
<b>Standing charge</b>	
26 Aug 17 - 14 Sep 17	
20 days at 24.770p per day	£4.95
15 Sep 2017 - estimated meter reading at price change	13560
9 Jan 2018 - you gave us your final meter reading	14786
Actual units used over 117 days (Unit calorific value for this period 39.2)	1226
<b>Gas units converted into kWh</b>	<b>13652.02</b>
<b>Cost of gas</b> (13652.02 kWh x 3.890p)	<b>£531.06</b>
<b>Standing charge</b>	
15 Sep 17 - 9 Jan 18	
117 days at 24.770p per day	£28.98
Total gas used	£595.74
VAT at 5.00%	£29.78
<b>Total gas including VAT</b>	<b>£625.52</b>
Your previous balance	£118.21
Your payments	-£745.82
<b>You're in credit by</b>	<b>£2.09</b>

Your actual meter reading

Gas 1 4 7 8 6

### We have closed your gas account

We have had to close your gas account as we have been notified by another customer that they are now living at this property. Please contact us urgently on 0800 048 0202 to confirm your details.

### 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 <sup>3</sup>
b. x calorific value	See detail
c. x volume correction	1.0226400
d. ÷ kWh conversion	3.6
e. = kWh	See detail

Mr Leszek Milanowski  
11a Bisham Gardens  
London  
N6 6DJ

N

## Your gas bill

Your customer number:  
85 10 10 31 71 65

Bill date:  
24 Apr 2018

Bill period:  
18 Jan 2018 - 23 Apr 2018

1

### What do I owe?

Your  
payment is

**£538.05**

Gas tariff: Standard

See step 4 for more details about your  
account and tariff

Your estimated gas use was

**12562.02 kWh** (kiloWatt  
hours)

2

### When do I pay?

Your payment is due by **8th May**

Your payment slip can be found on the last page of this bill

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 gas Personal Projection is **£1483.74**

#### Cheapest Similar Tariff

Save **£42.24** by switching to Standard DD ☐ Variable tariff

#### Cheapest Overall Tariff

Save **£77.37** by switching to HomeEnergy Secure Apr 2020 ☐ Fixed  
tariff

☐ Direct Debit only. Tariffs may have eligibility criteria, limited availability, exit fees  
and materially different Ts & Cs.

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

Find out more at britishgas.co.uk

To pay your bill or to give us your meter reads  
[britishgas.co.uk/makeapayment](http://britishgas.co.uk/makeapayment)  
[britishgas.co.uk/submitmeterread](http://britishgas.co.uk/submitmeterread)  
Call our 24 hour automated line on  
0333 202 9524

## I'd like more detail

### About your tariff

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

#### Your gas tariff

<b>Tariff name</b>	Standard
<b>Payment method</b>	Cash/Cheque
<b>Tariff ends on</b>	No end date
<b>Exit fee</b> (if you cancel this tariff before end date)	Not applicable
<b>Annual usage</b> (based on your estimated use to date)	32528.49 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.



### What you paid – thank you

Online Card Payment	24 February 2018	£-2.07
	<b>Total payments</b>	<b>£2.07</b>

Your estimated meter reading

Gas 15917

### Your gas use in detail

**Meter number: G4A01867151001**

18 Jan 2018 - we read your meter	14786
23 Apr 2018 - estimated meter reading	15917
Estimated units used over 96 days (Unit calorific value for this period 39.1)	1131
<b>Gas units converted into kWh</b>	<b>12562.02</b>
<b>Cost of gas</b> (12562.02 kWh x 3.890p)	<b>£488.66</b>
<b>Standing charge</b>	
18 Jan 18 - 23 Apr 18	
96 days at 24.770p per day	£23.77

Total gas used	£512.43
VAT at 5.00%	£25.62
<b>Total gas including VAT</b>	<b>£538.05</b>
Your previous balance	£2.07
Your payments	-£2.07
<b>Total to pay</b>	<b>£538.05</b>

### 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	1131 m <sup>3</sup>
b. x calorific value	39.1
c. x volume correction	1.0226400
d. + kWh conversion	3.6
e. = kWh	12562.02



566 000

Henry Boustred And Sons Solicitors  
11A BISHAM GARDENS  
LONDON  
N6 6DJ



369

Sir/Madam, we've got you covered

You're all signed up for HomeCare Four\*



**Boiler, controls and central heating cover including an annual service, plus repairs to plumbing, drains and home electrics**

\*Terms and Conditions apply.

### We'll be in touch when your next annual service visit is due

One of our engineers carried out an annual service at your home during the last 12 months, so we'll contact you when your next annual service is due.

### If you change your mind

We always give you a 14-day cooling off period from either when you get your policy documents or from the date the policy starts, whichever is the latest. You might get a cancellation charge though if we've already done some work for you.

Thank you

*C Miles*

Claire Miles  
Managing Director, HomeCare



# British Gas

Looking after your world

**Your HomeCare number**  
**911001464593**

**Our reference:**  
SVC/MSP/MEMP/01

**Date:** 2 December 2016

**Your agreement runs from:**  
2 December 2016 to  
1 December 2017

**The address we're covering:**  
11A BISHAM GARDENS LONDON  
N6 6DJ

**Our address:**  
British Gas, Bothwell Rd, Uddingston,  
Glasgow, G71 7UD

### What works for you?

We've explained the choice of products available. You can find more information on page 4. We want to be sure you're comfortable with your decision to purchase the product(s) detailed in this letter. If you have any questions or wish to make any changes just give us a call on 0800 048 1000†.

### Any questions?

Give us a call on 0800 048 1000† if you need anything.

We're here 24/7.

† We record calls to help improve our service to you. Calls to 0800 numbers are free from mobiles and landlines.



If you have hearing or speech difficulties, and you use a textphone, please call 18001 0800 316 3772†.



## What you get from your cover

Here's an overview of what you'll get from your cover. For more information, have a look at your terms and conditions or go online to [britishgas.co.uk/homecare](http://britishgas.co.uk/homecare)

### What you are getting



#### HomeCare Four

- We'll repair your gas central heating system, including your boiler, radiators, hot water cylinder, and the water pipes that connect them and controls such as thermostat and programmer
- We'll unblock and repair your drains and waste pipes to restore flow
- We'll repair the water supply pipe within the boundary of your property
- We'll repair any leaking hot and cold water pipes in your home between your stopcock and taps
- We'll repair your electrical wiring in your home and outbuildings, including your fuse box, light fittings and switches, sockets, doorbells and mains powered smoke alarms
- Once a year we'll come round to service your boiler to make sure it's running safely and efficiently
- We'll pay up to £1,000 to gain access and make good for each repair
- We'll cover Accidental Damage. So you're protected if you (or anyone else living in your house) accidentally breaks anything covered in your agreement
- We don't repair or replace showers and their parts, sanitary ware and sealant
- We don't cover shared drains
- We don't cover any design faults or damage caused by anyone else you've used for repairs
- We won't remove sludge and scale or repair any damage it causes if we tell you it might be a problem for your boiler or system
- We don't cover repairs to electrical appliances, cooker hoods or extractor fans over 15cm diameter

### Service

- Dedicated helpline open 24/7 - Every day of the year, even Christmas Day
- Engineers who call ahead to let you know they're on their way, so you can get on with your day
- Book and track your breakdown appointment online or through our smartphone App – to make life easier for you<sup>#</sup>

<sup>#</sup> If you, a member of your household, or your property is at immediate risk please call us on 0800 048 1000



489 111

Henry Boustred And Sons Solicitors  
11A BISHAM GARDENS  
LONDON  
N6 6DJ



369

## For your safety, please call to book your First Service

Dear Sir/Madam

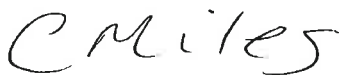
We're delighted that you've chosen the peace of mind offered by HomeCare. As your safety is always our prime concern, we want to carry out your First Service\*\* as soon as possible.

This service, which is included in your agreement, lets us:

- Make sure all appliances and systems covered in your agreement are working safely.
- Check we will always be able to carry out necessary repairs using approved parts, so we can look after your system throughout your HomeCare agreement.
- Check that everything is working as efficiently as possible.

If you've recently arranged an appointment or just had your service, please ignore this letter. If not, please call us as soon as you can.

Yours sincerely



Claire Miles  
Managing Director, HomeCare

\*We record calls to improve our service to you. Calls to 0800 numbers are free from mobiles and landlines.

\*\*Subject to Terms and Conditions. See your welcome pack for details.

### Contact us



[britishgas.co.uk/help](http://britishgas.co.uk/help)



**0800 294 9678\***



**Leicester Area Service Centre,  
Aylestone Road, Leicester,  
LE2 7QH**

**Your HomeCare Number  
911001464593**

Letter reference: SVC/WMS/IFV1

Date: 12 December 2016

Agreement address:

**11A BISHAM GARDENS  
LONDON  
N6 6DJ**

### What you need to do

- Call us on the number above
- Agree a date and time that suits you
- Check out the preparing for your engineer's visit hints and tips on our website – just go to [britishgas.co.uk/visittips](http://britishgas.co.uk/visittips)

### Any questions?

Please don't hesitate to call us on the number above.

### It's easy to check the status of your appointment

If you're waiting for an engineer to arrive, you can keep up to date with the progress of your appointment online or with the British Gas smartphone app. You'll be able to easily find out the latest on your appointment – without having to call us. To register for an online account, so you can use this service, go to [britishgas.co.uk](http://britishgas.co.uk)

## Your needs



If you use a textphone, please call on 18001 0800 316 3772.



If you'd like this letter in large print, Braille or audio cassette, please call us free on 0800 048 1000.



083091\_114 1/ 4 00001 40617 15166 36900



MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ



## Your bill for water and wastewater services

Total amount due by 7 May 2015

**£288.11**

For the supply of water and wastewater services to:

11A, BISHAM GDNS, LONDON, N6 6DJ from:

**01 April 2015 to 31 March 2016**

(Please turn over to see how we worked out your bill)

You can pay your bill online at [www.thameswater.co.uk/pay](http://www.thameswater.co.uk/pay) using your debit or credit card. For more information on all our payment options, please see the **Ways to pay** section on this bill.

Alternatively, switch to **Direct Debit** for easy budgeting. Just go to [www.thameswater.co.uk/directdebit](http://www.thameswater.co.uk/directdebit).

### Bill date

23 April 2015

### Your account number

95908-36051

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

[www.thameswater.co.uk](http://www.thameswater.co.uk)

### Account and billing enquiries

**0800 980 8800**

Lines are open 8am to 8pm Monday to Friday  
& 8am to 6pm on Saturday

Textphone: 0800 316 6899

### Water and wastewater services enquiries

**0800 316 9800**

Lines are open 24 hours a day

Textphone: 0800 316 9898



CORPORATE BANKING Bootle Merseyside GIR 0AA  
Reference (customer account number)



9826 9274 0195 9083 6051 3

Credit account number

Standard fee payable at PO Counter

138

95908 36051 2

257 2753

£ 288.11 ✓

Cheque **NOT** acceptable at Post Office

bank giro credit



*prelevé  
28.04.2015*

Commence (0802)

Cashier's stamp and initials

Signature

Date

MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

£

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

95908360512 V4322572753 000288110 74 X



## How we work out your bill

### Assessed volume

As we're unable to meter your property, your bill is based on our assessed household charge - Band 1. This is an alternative charge based on the number of bedrooms you have. As our records show you have a 1 bedroom property you are charged on a Band 1 tariff. This works out less than a charge based on the chargeable value of your home.

### Charges

For the period from 01 April 2015 to 31 March 2016 (366 days)

#### Fresh water supply

Water	£156.03
<b>Total</b>	<b>£156.03</b>

#### Wastewater services

Wastewater	£132.08
<b>Total</b>	<b>£132.08</b>

**Total charges** **£288.11**

### Account activity

Total new charges for this period	£288.11
<b>Total amount due</b>	<b>£288.11</b>

### Managing your account

#### Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

#### If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at [www.thameswater.co.uk/move](http://www.thameswater.co.uk/move) or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

### Consumer Council for Water

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website [www.ccwater.org.uk](http://www.ccwater.org.uk), call them on 020 7931 8502, or write to them at 1st Floor, Victoria Square House, Birmingham B2 4AJ.

## Instruction to your Bank or Building Society to pay Direct Debits

### Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society

### Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. 'I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.'

Signature(s)

Date



Originator's identification  
952459

Please note Bank/Building Societies may not accept Direct Debit instructions for some types of account

### Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box

1 payment a year

2 payments a year

8 payments a year

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW



083407\_035 1/ 4 00002 12327 3084 36900



MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

**Your account number**

95908-36051

**Additional account holders**

## Your water and wastewater bill

Total amount due by 1 Apr 2016

**£294.98****For the supply of water and wastewater services to:**

11A, BISHAM GDNS, LONDON, N6 6DJ from

**01 April 2016 to 31 March 2017.**

Your payment of **£294.98** needs to reach us by  
**01 April 2016.**

**Direct Debit is the easiest way to pay**For easy budgeting set up a Direct Debit now at [thameswater.co.uk/direct](http://thameswater.co.uk/direct)**Pay your bill online**You can pay online using your debit or credit card at [thameswater.co.uk/pay](http://thameswater.co.uk/pay)

Other payment options are at the end of this bill.

Manage your account online at a time to suit you. From paying your bill to getting advice on common queries - it's easy online.

**[thameswater.co.uk](http://thameswater.co.uk)****Account and billing enquiries****0800 980 8800**

Lines are open 8am to 8pm Monday to Friday &amp; 8am to 6pm on Saturday



Textphone: 0800 316 6899

**Water and wastewater services enquiries****0800 316 9800**

Lines are open 24 hours a day



Textphone: 0800 316 9898



bank giro credit

CORPORATE BANKING - Bootle Merseyside GIR 0AA  
Reference (customer account number)

Credit account number

Standard fee payable at PO Counter

138

95908 36051 2

257 2753

**£ 294.98**

32

Cheque **NOT** acceptable at Post Office

Comments (0002)

Cashier's stamp and initials

Signature

Date

MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

**£**

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

95908360512 V4322572753 000294985 74 X

paid. 14.03.2016

# How we work out your bill

## Assessed volume

As we're unable to meter your property, your bill is based on our assessed household charge - Band 1. This is an alternative charge based on the number of bedrooms you have. As our records show you have a 1 bedroom property you are charged on a Band 1 tariff. This works out less than a charge based on the chargeable value of your home.

## Charges

For the period from 01 April 2016 to 31 March 2017 (365 days)

### Water supply

Water	£158.85
<b>Total</b>	<b>£158.85</b>

### Wastewater services

Wastewater	£136.13
<b>Total</b>	<b>£136.13</b>

**Total charges** **£294.98**

## Account activity

Amount due at last bill (dated 23 April 2015)	£288.11
Payments made since last bill – thank you	-£288.11
Total new charges for this period	£294.98
<b>Total amount due</b>	<b>£294.98</b>

## Managing your account

### Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

### If you're moving...

Before telling us you're moving, your confirmed move date should be less than 28 days away. You can register your change of address online at [thameswater.co.uk/move](http://thameswater.co.uk/move) or by phone. You'll need your existing account number, be able to tell us your new property details and any meter readings. If you are a metered customer and you don't give us at least 2 days notice of your move, you may be liable for the first occurring of the following criteria: charges for up to 28 days after we find you're no longer responsible for the account; charges up to the date the meter is normally read (the end of the charging period); or charges up to the date a new occupier tells us they've moved in.

## Instruction to your Bank or Building Society to pay Direct Debits

### Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code

 -  - 

Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society


### Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. 'I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.'

Signature(s)

Date

Please note Bank/Building Societies may not accept Direct Debit instructions for some types of account



Originator's identification  
952459

### Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box

1 payment a year

2 payments a year

8 payments a year

☐
☐
☐

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW



085657\_045 1/ 4 00002 47333 11828 36900



MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ



Your account number  
**95908-36051**

## Your water and wastewater bill.

Total amount due **£292.97**

Your payment needs to reach us by **01 April 2017.**

For the supply of water and wastewater services to:

11A, BISHAM GDNS, LONDON, N6 6DJ from  
**01 April 2017 to 31 March 2018.**

Your payment of **£292.97** needs to reach us by  
**01 April 2017.**

### Paying made easy

- **Direct debit**

Direct debit is the easiest way to pay. It's simple, safe and quick to set up at  
[thameswater.co.uk/direct](http://thameswater.co.uk/direct)

It's  
easier  
online.



- Manage your account
- Make payments easily
- Request a water meter

[thameswater.co.uk](http://thameswater.co.uk)

Your account and bill  
**0800 980 8800**

Weekdays 8am to 8pm, Sat 8am to 6pm  
Textphone: 0800 316 6899

Water and wastewater services  
**0800 316 9800**

Lines always open  
Textphone: 0800 316 9898



CORPORATE BANKING: Bootle Merseyside GIR 0AA  
Reference (customer account number)



9826 9274 0195 9083 6051 3

Credit account number

Standard fee payable at PO Counter

138

95908 36051 2

257 2753

**£ 292.97**Cheque **NOT** acceptable at Post Office

bank giro credit



Commence (0802)

Cashier's stamp and initials

Signature

Date

MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

**£**

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

95908360512 V4322572753 000292974 74 X



• **Pay online**

You can pay online using your debit or credit card at [thameswater.co.uk/pay](http://thameswater.co.uk/pay)

## Your charges explained.

### Assessed volume

As we're unable to meter your property, your bill is based on our assessed household charge - Band 1. This is an alternative charge based on the number of bedrooms you have. As our records show you have a 1 bedroom property you are charged on a Band 1 tariff. This works out less than a charge based on the chargeable value of your home.

### Charges

For the period from 01 April 2017 to 31 March 2018 (365 days)

Water supply	
Water	£161.15
<b>Total</b>	<b>£161.15</b>
Wastewater	
Wastewater	£131.82
<b>Total</b>	<b>£131.82</b>
<b>Total charges</b>	<b>£292.97</b>

### Account activity

Amount due at last bill (dated 03 February 2016)	£294.98
Payments made since last bill – thank you	-£294.98
<b>Total new charges for this period</b>	<b>£292.97</b>
<b>Total amount due</b>	<b>£292.97</b>

### Managing your account.

#### Keep us up to date

Please tell us if any of your details change. Use [thameswater.co.uk](http://thameswater.co.uk)

### Understanding your bill.

You can download our charges scheme from our website.

#### Water charges

Your bill is based on the chargeable value of your property. This system was introduced before council tax banding and is based on factors including the size of your home and where you live. If you would like your bill to be based on the actual volume of water you use instead, please get in touch to request a water meter at [thameswater.co.uk/watermeter](http://thameswater.co.uk/watermeter)

#### Wastewater charges

Wastewater charges include the cost for us to take away and treat everything that goes down your sink, toilet and drains. Your fixed charge includes the cost of us dealing with surface water and highway drainage.

We have not billed you for surface water drainage as our records indicate that there is no connection for this part of the wastewater service at your property.

### Instruction to your Bank or Building Society to pay Direct Debits

#### Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code

Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society

#### Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. 'I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.'

Signature(s)

Date

Please note Bank/Building Societies may not accept Direct Debit Instructions for some types of account



Originator's identification  
952459

#### Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box

1 payment a year

2 payments a year

8 payments a year

☐
☐
☐

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW

Ref No of PAYMENT 23,5,2019  
90523987074



J2195G00BFJMAA0000011601001001369000



MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

Date

15 May 2019

Your account number

20493-42067



## Final demand.

Property address: 11A, BISHAM GDNS, LONDON, N6 6DJ

If you've paid the amount you owe in the last seven days, thank you. There's no need for you to contact us. Otherwise, you must **pay this bill straight away**.

For the bill that we recently sent you, we haven't received your payment of **£253.49**.

**Please make arrangements to pay this bill by 29 May 2019.** If we don't receive your payment, we'll pursue the amount by referral to a Debt Collection Agency or by court action. We may also share your details with a credit reference agency which could impact your credit rating.

### Ways to pay

Please see overleaf for a summary of all our payment options. You can also view these online by visiting [thameswater.co.uk/pay](http://thameswater.co.uk/pay), or you can call us on **0800 009 3651** to discuss your options.

### Problems paying?

If you're having problems paying your bill, we're here to help. Please don't ignore this letter and call us straight away on **0800 009 3651** if you have any queries about your account or this bill.

This situation is serious. It is important you pay now to avoid any further action being taken against you.



Trans  
cash



bank giro credit



CORPORATE BANKING Bootle Merseyside GIR 0AA  
Reference (customer account number)

Credit account number

Standard fee payable at PO Counter

138

20493 42067 8

257 2753

£ 253.49

Cheque **NOT** acceptable at Post Office

Cashier's  
stamp and initials

Signature

Date

MR LESZEK MILANOWSKI  
11A BISHAM GARDENS  
LONDON  
N6 6DJ

**NatWest**  
Collection Account  
Thames Water  
Utilities Ltd

Cash

Cheques

£

57-27-53

Please do not write or mark below this line and do not fold this counterfoil

20493420678 V4322572753 000253499 74 X

# Ways to pay.

FN03

Payment type Time to allow How

Direct Debit	0 days	<ul style="list-style-type: none"> <li>Online: <a href="http://thameswater.co.uk/direct">thameswater.co.uk/direct</a></li> <li>Phone: 0800 009 3651</li> <li>Fill in the Direct Debit mandate and send it back to us indicating your choice of payment amounts.</li> </ul>
Debit or credit card	2 days	<p><b>You can pay by Visa, Mastercard, or Maestro.</b> Please have your 10-digit Thames Water account number to hand</p> <ul style="list-style-type: none"> <li>Online: <a href="http://thameswater.co.uk/pay">thameswater.co.uk/pay</a></li> <li>Phone: 0800 009 3651 (automated system available 24 hours a day)</li> </ul>
Online or phone banking	5 days	You need to provide your 10-digit Thames Water account number as your reference. Payment should be made to sort code 57-27-53, account number 00286125.
Post Office	5 days	Cash only. Please take your bill with you. The Post Office will charge you a processing fee. Please remember to ask for a receipt.
Giro slip	5 days	Fill in the GIRO pay slip on your bill and take it along to a bank – not all banks accept these, and some may charge a processing fee.
Cheque	5 days	<p><b>Make cheques payable to 'Thames Water Utilities Ltd' and write your 10-digit account number on the back, but please don't post-date the cheque.</b></p> <p><b>You can then:</b></p> <ul style="list-style-type: none"> <li>Take your cheque and giro slip from the bill to any bank</li> <li>(or) Send your cheque and giro slip to Thames Water Utilities Ltd, PO Box 234, Swindon SN38 3TW</li> </ul>

For services including large print, braille and interpreters visit [thameswater.co.uk/extracare](http://thameswater.co.uk/extracare) or call 0800 009 3652.

**Our annual report:** To view our annual report and financial statements, including regulatory accounts, please visit [thameswater.co.uk/annualreport](http://thameswater.co.uk/annualreport).

**Credit reference agencies:** We share your information with, and receive information from credit reference agencies. We do this in order to help us maintain up-to-date customer records and as part of our debt collection process. For more information and our updated Privacy Policy please visit [thameswater.co.uk/yourdata](http://thameswater.co.uk/yourdata) or contact us.

Registered address: Thames Water Utilities Limited, Clearwater Court, Vastern Road, Reading RG1 8DB. Company number: 02366661. VAT Registration no GB 537-4569-15.

## Managing your account.

### Keep us up to date

Please tell us if any of your details change - this includes changes to your bank and Direct Debit details. You can do this on our website, by calling us, or writing to us at: **Thames Water, PO Box 286, Swindon SN38 2RA.**

### Moving home.

If you're moving please let us know once your move date is less than 28 days away. You'll need your account number, new address and meter reading. Please give us at least two days' notice of your move date to avoid having to pay more.

[thameswater.co.uk/move](http://thameswater.co.uk/move)

### Our commitment to you.

There's lots of useful information in our Codes of Practice. You can download copies at [thameswater.co.uk/codesofpractice](http://thameswater.co.uk/codesofpractice), or call us and we'll post one to you.

### The Consumer Council for Water.

If you have followed our complaints process but are still unhappy, the Consumer Council for Water offers free independent advice. You can visit their website [ccwater.org.uk](http://ccwater.org.uk), call them on 0300 034 2222, or write to them at **Consumer Council for Water, c/o 1st Floor, Victoria Square House, Victoria Square, Birmingham B2 4AJ.**

## Instruction to your Bank or Building Society to pay Direct Debits

### Details of your Bank/Building Society account

Name(s) of account holders

Branch sort code

Bank/Building Society account no.

Thames Water reference number

Name and full postal address of your Bank or Building Society

### Instruction to your Bank/Building Society

Please pay Thames Water Utilities Ltd Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with the originator mentioned above and details may be passed electronically to my Bank/Building Society.

Signature(s)

Date

Please note Bank/Building Societies may not accept Direct Debit instructions for some types of account



Originator's identification  
952459

### Instruction to Thames Water

This does not form part of the instruction to your Bank/Building Society

I would like to make payments as below - please tick one box

☐

1 payment a year

2 payments a year

☐

8 payments a year

☐

Please send this completed form to: Thames Water Utilities Ltd, PO Box 223, Swindon SN38 2TW