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Akelius UK Twelve Limited  
 C/O Akelius UK Twelve Ltd  
 10 Bloomsbury Way  
 LONDON  
 WC1A 2SL



# Your final electricity statement

Statement date:  
31 Oct 2019

Statement period:  
5 Jun 2019 - 30 Aug 2019

Your customer number:  
8500571 12494

Your replacement statement  
 Supply address: FLAT 8 39 NETHERHALL GARDENS  
 LONDON NW3 5RL

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**1** What's my balance?

You are in credit by

**£17.25**

Electricity tariff: Standard

Your balance was in credit by	£386.49
Total charges (including VAT & adjustments)	£369.24
What you've paid	£0.00
Your account balance is in credit by	£17.25

See step 4 for more details about your account and tariff

HT  
05/11

**2** What happens next?

Any credit left on this account may be used to pay off any debt on your gas account. If you don't have a gas account or any outstanding debt, we'll refund the credit to your bank account, or send a cheque if your Direct Debit has been cancelled within 10 working days.

**3** Could you pay less?

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

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

Your electricity Personal Projection is £127.35

**Cheapest Similar Tariff**

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

**Cheapest Overall Tariff**

Save £0.03 by switching to HomeEnergy Fix Green Nov 2020. Fixed tariff

Tariffs may have eligibility criteria, exit fees, different Ts and Cs and can be withdrawn at any time.

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

## I'd like more detail

### About your tariff

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

#### Your electricity tariff

<b>Tariff name</b>	Quarterly Variable	Standard
<b>Payment method</b>	Direct Debit	
<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 estimated use)	248.74 kWh	

### Your refund summary

10 Oct 19 - Electricity	£316.56
<b>Total refund</b>	<b>£316.56</b>

### Your electricity use in detail

Meter number: D98A 06590

5 Jun 2019 - we read your meter	33093
30 Aug 2019 - you gave us your final meter reading	33244
<b>Actual kWh used over 87 days</b>	<b>151.00</b>
Cost of electricity (151 kWh x 18.242p)	£27.55
<b>Standing charge</b>	
5 Jun 19 - 30 Aug 19	
87 days at 26.013p per day	£22.63
<b>Total electricity used</b>	<b>£50.18</b>
VAT at 5.00 %	£2.50
<b>Total electricity including VAT</b>	<b>£52.68</b>
Total refund	£316.56
<b>Total</b>	<b>£369.24</b>

Your actual meter readings.

Electricity 33244

This statement replaces your previous statements since 14 September 2019.

### How does this compare with last year?

7.54 kWh

5 Jun 2018 - 30 Aug 2018

151.00 kWh

5 Jun 2019 - 30 Aug 2019

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## Can I save some money?

At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: [britishgas.co.uk/energysaving](http://britishgas.co.uk/energysaving)

Did you know?

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

Did you know?

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

### 1. Be efficient

Manage your energy consumption.

See how your energy use compares with others in your neighbourhood [britishgas.co.uk/compare](http://britishgas.co.uk/compare)



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## Where's my energy from?

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

Energy Source	British Gas	UK Average
Coal	4%	5%
Natural Gas	29%	41%
Nuclear	9%	19%
Renewables	56%	33%
Other fuels	2%	2%

This data refers to the total amount of electricity purchased by us between 01/04/2018 – 31/03/2019

### Environmental impact

British Gas	CO2 emissions: 157 g/kWh	High-level radioactive waste: 0.0006 g/kWh
UK Average	CO2 emissions: 208 g/kWh	High-level radioactive waste: 0.0013 g/kWh



## Where can I get some help?

Your electricity supply number is:

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	12	0004 2516	200

London Electricity Price Area  
Morrison Data Services read your meter

### britishgas.co.uk

To manage your account, pay your bill and submit your meter readings visit:  
[britishgas.co.uk/login](http://britishgas.co.uk/login)

Call our 24 hour automated line on  
0333 202 9524

Write to:  
British Gas  
PO BOX 227  
Rotherham  
S98 1PB

For account questions please have your meter reading handy.

### Know your rights

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit  
[citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) for up to date information.

### Emergency Electrical emergency or power cut?

**105**

(24 hours a day)

The company responsible for the electricity supply delivery network is:

UK Power Networks  
Fore Hamlet  
Ipswich  
Suffolk  
IP3 8AQ

### If you are unhappy with our service

Visit [britishgas.co.uk/energycomplaints](http://britishgas.co.uk/energycomplaints) or write to Complaints Management Team, PO Box 226, Rotherham S98 1PB.

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

### If you need independent advice

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

### We aim to resolve complaints as quickly as possible

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

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

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

