



British Gas

Looking after your world

Mr & Mrs M Corcoran
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SWINDON
SN25 1FH

429 111



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Gas and electricity prices have been reduced from 1 January. For dual fuel customers this will be an average cut of £41. Your bill calculations will now include the new lower prices. Find out more at britishgas.co.uk/decrease

Your winter electricity update

Your customer number:
85 00 12 89 85 07

Statement date:
3 Feb 2014

Statement period:
21 Nov 2013 - 31 Jan 2014

1

What have I used?

£217.91

You're on our Standard tariff

Your electricity use this winter was

= 1625 kWh (kilowatt hours)

Your actual meter reading
Electricity

5 2 5 1 6

I'd like more detail
See step 4

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Your Monthly Direct Debit Account

Your balance was in debit by	£50.19
Total charges (including VAT & discounts)	£228.58
What you've paid	-£222.00
Direct Debit 2 Dec 2013	-£74.00
Direct Debit 2 Jan 2014	-£74.00
Direct Debit 3 Feb 2014	-£74.00

Your account balance is in debit by **£56.77**
debit

3

What do I pay?

Your monthly payment
will increase to

Your new payment
will start on 1 Mar 2014

£86.00

Why are my payments more?
See your annual review

To manage your payments online
britishgas.co.uk/ddonline

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Your annual review

Your Direct Debit needs to change

We regularly review your account and payments to make sure you're paying the right amount for your electricity. To do this we look at your consumption, standing charge and any price or tariff changes since your last reassessment.

As your account is in debit your balance will be rolled in to your new payment plan.

Why your payments are going up

Your new payment takes into account your outstanding balance and forecasted electricity charges. We look at the total energy you use over the whole year, allowing for the different seasons when you may build up a credit or debit, and calculate your payments to cover your future energy consumption.

Things that can affect the amount of energy you use include new household appliances, the number of people in your home and the amount of time you're spending there.

Take control of your Direct Debit

To understand more about why your payments may have changed, or to manage your Direct Debit visit britishgas.co.uk and log in to your account, or register for one. Then select **Manage Account** and then **Check your plan**. You can adjust your monthly payments, request a refund and update your bank details.

You can help us give you accurate statements by sending us regular meter readings at britishgas.co.uk/meterread

Your last annual review - January 2013 - January 2014

Balance carried forward from last year	£31.64 debit
Your energy charges	
Electricity - 6542.00 kWh	£913.13
What you paid - thank you	£888.00
Balance carried forward	£56.77 debit

Your new annual review - February 2014 - January 2015

Balance carried forward from last year	£56.77 debit
Your forecasted energy charges	
Electricity - 6285.00 kWh	£883.96
Total charges for this plan period	£940.73

New monthly payment

We've split your total charges into 11 monthly payments at £86.00

£86.00

Your payments explained

Your plan year started on 1 February 2014 and includes twelve monthly payments.

So far you've made one payment of £74.00.

However, following the meter reading we received on 22 November 2013, your payments were reassessed and you are due to make 11 further payments of £86.00 starting from 1 March 2014.

Your next reassessment

Your next annual reassessment will take place in January 2015.

However we will review your account in around 6 months time to help make sure you are paying just the right amount to cover your consumption.

If your payments need to change we'll let you know in advance and give a full explanation.