

Our ref: MJH/SSAS/101169317



26 September 2012

(PRIVATE & CONFIDENTIAL)
Pension Practitioner
Daws House
33-35 Daws Lane
London

NW7 4SD

Skandia House
Portland Terrace
Southampton SO14 7AY
United Kingdom
T +44 (0) 23 8033 4411
F +44 (0) 23 8022 0464
www.skandia.co.uk

Dear Sir/Madam

Scheme Name: T F S Cargo Serv Ltd Retirement Scheme
Scheme Number: EPP101169317

Further to my recent correspondence, please find enclosed the latest Gas statement sent to us by British Gas.

Please arrange with British Gas to have your correspondence address added to all future bills and our name removed.

If you have any queries then please contact me on 02380 726857.

Yours sincerely

A handwritten signature in blue ink, appearing to be "MH" with a stylized flourish.

Matheu Harris
Skandia Life (Pensions Trustee) Ltd

A Member of the  OLD MUTUAL Group

Calls may be monitored and recorded for training purposes and to avoid misunderstandings.

Old Mutual Wealth Management Limited, Skandia Life Assurance (Holdings) Limited, Skandia Life Business Services Limited, Skandia Life Assurance Company Limited, Skandia MultiFUNDS Limited and Skandia MultiFUNDS Assurance Limited. All companies are registered in England & Wales under numbers 6404270, 1606702, 1579311, 1363932, 1680071 and 4163431 respectively. Registered Office at Skandia House, Portland Terrace, Southampton SO14 7EJ, United Kingdom.

Skandia Life Assurance Company Limited, Skandia MultiFUNDS Limited and Skandia MultiFUNDS Assurance Limited are authorised and regulated by the Financial Services Authority with FSA register numbers 110462, 165359 and 207977. VAT number for all above companies is 386 1301 59.

SK0164/10/11

Invoice No: 56946146/1
Billing Date: 18 August 2012



SKANDIA LIFE (PENSIONS TRUSTEE)
PO Box 37 Skandia House
Portland Terrace
Southampton
Hampshire
SO14 7AY

002 000



DUPLICATE BILL

Your electricity bill - including actual reads

Account activity

£827.53	Balance from your previous bill
£0.00	Payments received since your previous bill
£0.00	Credits since your previous bill
£0.00	Debits since your previous bill
£827.53	Balance before charges this period

Charges this period

£426.99	Electricity used (See over for consumption details)
£366.94	Standing charges
£793.93	Sub total
£39.70	VAT (See over for breakdown)
£833.63	Total charges this period

Your account balance is currently:

£1,661.16

Please pay by 28 August 2012.

Any questions?

Contact us:
britishgas.co.uk/business/support
or via email at:
eservice@britishgasbusiness.co.uk

Alternatively you can call our Small
Business Service Centre on:
0800 652 4040

Your account number:

A3345558

Site number:

1614361

This is a VAT invoice
VAT registration number 684 9667 62

How to pay



Direct Debit

The easiest way to pay. To set up a Direct Debit, please call us on the above number.



BACS

Please quote your account number when making a payment. Sort Code: 40-05-30 Account Number: 02206382. Please email the remittance advice to payments@centrica.co.uk. Alternatively, you can post to British Gas, PO Box 254, Camberley, Surrey, GU15 3WA.



Debit / Credit card

To pay by Debit or Credit card, please call us on **0800 652 4040**.



Cheques

Please make cheques payable to "British Gas", and write your account number on the back. Post cheques with the giro slip to British Gas, PO Box 254, Camberley, Surrey, GU15 3YH.

Site address: U 3 Olympia Trading Estate, Great Jackson Street, Manchester, Lancashire, M15 4NP

Full details of electricity used

S	03	801	131
16	1000	0090	739

Previous account activity

Balance from your previous bill	£827.53
Total payments	£0.00
	£0.00
Total debits	£0.00
Balance before charges this period	£827.53

Electricity used

A = Actual E = Estimate

Meter ID	Rate type	Previous read			Current read			Units	Meter multiplier	kWh
		Date	Read	Type	Date	Read	Type			
K97M03815	Day Units	31/03/11	279099.0	E	29/12/11	280824.0	E	1725.0	1.00	1725
K97M03815	Day Units	29/12/11	280824.0	E	28/02/12	281209.0	E	385.0	1.00	385
K97M03815	Day Units	28/02/12	281209.0	E	01/04/12	281417.0	E	208.0	1.00	208
K97M03815	Day Units	01/04/12	281417.0	E	11/06/12	281866.0	A	449.0	1.00	449

Total consumption

2767

Charges this period

	Date from	Date to	Quantity	Rate	
Day Units	31/03/11	29/12/11	1725 kWh	11.670 pence	£201.31
Day Units	29/12/11	28/02/12	385 kWh	20.940 pence	£80.62
Day Units	28/02/12	01/04/12	208 kWh	20.030 pence	£41.66
Day Units	01/04/12	11/06/12	449 kWh	23.030 pence	£103.40
Total electricity charges					£426.99
Standing Charge	01/04/11	28/12/11	272 days	64.990 pence	£176.77
Standing Charge	29/12/11	27/02/12	61 days	90.000 pence	£54.90
Standing Charge	28/02/12	31/03/12	33 days	90.000 pence	£29.70
Standing Charge	01/04/12	11/07/12	102 days	103.500 pence	£105.57
Total Standing Charge					£366.94

Sub total excluding VAT

£793.93

Continued over ...

For more information about how your bill is calculated and to see our bill FAQ's, please visit our website at britishgas.co.uk/business/manageaccount

What to do if you have a complaint:

Step 1 Please call us on 0800 2940015. We will do all we can to resolve your issue straight away.

Step 2 If you remain dissatisfied, please contact our Director of Customer Service either by emailing rachel.vincent@britishgas.co.uk or by writing to: Rachel Vincent, Complaints, British Gas, Spinneyside, Penman Way, Grove Park, Leicester, LE19 1SZ

If you are a micro business and have followed steps 1 and 2, and your complaint is still unresolved at 8 weeks you have a right to contact Ombudsman Services: Energy on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.os-energy.org. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. <They may require us to take practical action that may benefit you, offer an apology or explanation, and/or make a financial award.> Their final decision is binding on the energy supplier, not you as the customer or complainant. Further advice and information about our complaints procedure and the definition of a micro-business is available on our website at www.britishgas.co.uk/business/complaints

Calls to British Gas may be monitored for quality assurance and compliance purposes.

British Gas is a trading name of British Gas Trading Limited a Centrica company. Registered in England No. 3078711. Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD



In case of emergency or loss of supply contact:

NORWEB on 0800 195 4141 or at United Utilities, Customer Relations, Windermere House Lingleymere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WAS 3LP

Moving premises?

Let us know
0800 652 4040

Electricity Payment Slip

British Gas

bank giro credit

Reference (customer account number)

56946146/3345558/

SKANDIA LIFE (PENSIONS)

Cashiers stamp and initials

Signature

Date

/ /

44-78-59

HSBC Head Office Collection Account

Please do not write in the area below or fold this voucher

Total cash	
Cheques	
£	

<56946146/3345558/ < 447859+ 50478598< 73 X

VAT summary

£793.93 at 5%	£39.70
Total VAT	£39.70
Total charges this period	£833.63
Balance outstanding	£1,661.16

