

British Gas



Your energy experts

490

Mr I R LIDDELL-GRAINGER



226 000



Your gas bill - actual

Please pay £131.29 - to reach us by 6 May 2009

Pay by this date and you'll benefit from our new Prompt Pay discount on your next bill



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

Bill date:

22 April 2009

Bill period:

16 Jan 09 - 22 Apr 09

This is a replacement

Before this bill

Your previous bill	£126.99 in debit
What you paid	£126.99
Balance after your last payment	£0.00

This bill

Balance brought forward	£0.00
Gas you've used this period	£125.04
VAT at 5%	£6.25
Total to pay	£131.29 in debit

For further details please turn over →

Message board

This bill replaces previous bill dated 7 Apr 2009 including £4.22 VAT

*Paid mful
12/5/09*

Ways to pay your bill

When paying you need your customer reference number which is 8500 0665 1382

What you paid - thank you

Postal Payment 30 Jan 2009 £126.99

Total payments £126.99

Gas you've used this period

Meter number: [REDACTED]

16 Jan 09 - actual **04752** We read your meter

18 Feb 09 - estimated **04868** Estimated

= **116 metric units used over 34 days (estimated)**

Gas units converted = **1295.68 kWh used over 34 days**

First 250.00 kWh x 7.259p £18.15

Next 1045.68 kWh x 3.688p £38.56

Cost of gas used this period £56.71

19 Feb 09 - estimated **04868** Estimated at price change

22 Apr 09 - actual **05009** You gave us your meter reading

= **141 metric units used over 63 days (actual)**

Gas units converted = **1574.92 kWh used over 63 days**

First 463.00 kWh x 6.860p £31.76

Next 1111.92 kWh x 3.289p £36.57

Cost of gas used this period £68.33

Total cost of gas used £125.04

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

metric units used	calorific value	volume correction	to convert to kWh	gas used in kWh
116	x 39.3206	x 1.0226400	÷ 3.6	= 1295.68

The above illustration is based on the first meter read of this bill.

Continued on the next page →

To get a large print, talking or braille bill or to join our Home Energy Care register call 0800 072 8625 (Textphone 18001 0800 072 8626)

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 22 Apr 2009.

Emergency? Smell gas?

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

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

Your gas meter point reference number

London Electricity Pricing Area.
Accuread read your meter.

Getting in touch with us

Write to British Gas PO BOX 3055,
Eastbourne BN21 9FE

Central heating enquiries: **0845 672 2122**

What to do if you have a complaint

Step 1 Please contact us on 0800 072 8632, go to www.britishgas.co.uk/energycomplaint, or write to British Gas Complaint Management Team, PO BOX 3054, Eastbourne BN21 9FD. We will do all we can to resolve your issue straight away.

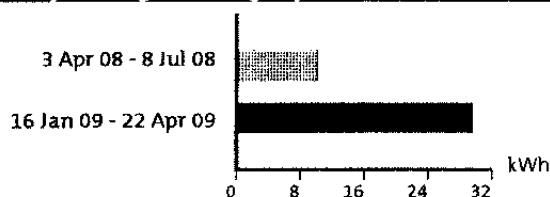
Step 2 If you remain dissatisfied, please write to: Andy Eley, Head of Complaints, British Gas, PO BOX 1577, Southampton SO18 9EX.

If following steps 1 and 2 you are still dissatisfied you may contact the Energy Ombudsman on 0845 055 0760 (Textphone 18001 0845 051 1513), or via www.energy-ombudsman.org.uk. The Ombudsman offers a free, independent service where customer and supplier cannot reach final resolution. Their final decision is binding on the energy supplier, not the customer.

Advice?

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

Daily average of the gas you've used



The above include estimate readings.

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

Council Tax Bill for 2009/10



Lambeth

Your Account number

[REDACTED]

MR AN HEDDEL GRAINGER

[REDACTED]

Date:
16 March 2009

Account enquiries:
Call 0845 300 0328

008667

Your PayPoint reference:



This property is in valuation band C. The 2009/10 council tax for this band is £1097.88 (an increase of 0.0% on 2008/09)
The tax comprises: London Borough of Lambeth £822.48 (an increase of 0.0%)
Greater London Authority £275.40 (an increase of 0.0%)

Council tax for period 01.04.2009 to 31.03.2010 £1097.88
less 25% discount: all but one occupier disregarded (01.04.2009 to 31.03.2010) -£274.47

Amount payable for 2009/2010 £823.41

Your payment method: **direct debit**. Payments for 2009/2010 will be debited directly from your bank account on, or shortly after, these dates:

25.04.2009	£85.41	25.09.2009	£82.00
25.05.2009	£82.00	25.10.2009	£82.00
25.06.2009	£82.00	25.11.2009	£82.00
25.07.2009	£82.00	25.12.2009	£82.00
25.08.2009	£82.00	25.01.2010	£82.00

022000

EFFICIENCY INFORMATION

Councils are required to have regard to economy, efficiency and effectiveness in their actions. An efficiency saving occurs when the cost of an activity falls, but its effectiveness is not reduced. By the end of March 2009, efficiency savings achieved since April 2008 are forecast to be:

Forecast efficiency savings	By March 2009	As a % of 2007/08 spend
Lambeth LB	£21,416,000	4.5%
London Fire & Rescue Authority	£4,724,000	1.1% ⁴

These efficiencies equal £216 for the average Band D dwelling