



Additional Costs Allowance

373600  
JW 18 07 08  
09 JUL 2008

AGA2

Member's claim form

About filling in this form

- For details of costs you can claim for, see *Green Book* section IV.
- If you have any doubt about whether you can claim for a cost, please call 020 7219 1340.

NV. A 510400  
514602  
514500

Your details

Name in CAPITAL LETTERS

PETER ROBINSON

Constituency

EAST BELFAST

Office use only

Costc M R O B I P B E

Supp/Res ID

Claim details

RR

You can only claim for

- costs you have actually paid
- additional expenses wholly, exclusively and necessarily incurred to enable you to stay overnight away from your only or main home for the purpose of performing your Parliamentary duties.
- all items costing £25 or more and include receipts – except for food, for which receipts are not required.
- receipts or invoices for any hotel costs.

Please list

Please attach

Period of claim

from 1/1/08 to 30/6/08 (x3)

Total cost of hotel stays attach all receipts

£ : p 3 x £1,166.83

Mortgage payments (interest only) or rent

£ 3500 : 51 p [3 x mths @ 2333.67 58% APPROVED LETH ROBINSON STRANGLER]

Food

£ 1200 : 00 p 3 x £400

Utilities

£ : p

Council Tax/Rates

£ : p

Telephone and telecommunications

£ : p

Cleaning

£ : p

Service/maintenance

£ 1458 : 37 p [receipt attached]

Repairs/insurance/security

£ : p

Other

£ : p please specify

Other

£ : p please specify

Other

£ : p please specify

Total

£ 6,158 : 88 p

5837872  
JM 18/7/08

**Details of second home** *if applicable*

Address of second home

for Additional Costs Allowance   Postcode

**Declaration**

I confirm that I incurred these costs wholly, exclusively and necessarily to enable me to stay overnight away from my only or main home for the purpose of performing my duties as a Member of Parliament

Signature  MP

Date

**Data protection** The House of Commons Administration will process the information you provide on this form for the purpose of administering and accounting for the Members' Estimate, making payments and keeping records in accordance with the rules agreed by the House of Commons and the Inland Revenue. The information will also be disclosed to the National Audit Office for audit purposes. The information may also be used within the House of Commons Administration or by its agents for the purpose of business analysis or research.

For the purposes of the Freedom of Information Act 2000 the House of Commons Administration is a Public Authority and therefore the information it holds will fall within the scope of that Act.

Under the Data Protection Act 1998, you have the right to see and receive a copy of any personal data that the House of Commons Administration holds about you. If you have questions about the contents of this notice or how your information is handled or about your rights under the Data Protection Act 1998, please call our Data Protection Officer on 020 7219 2032, who acts on behalf of the Data Controller (the Clerk of the House).

**Send your completed form to** Validation Team, Operations Directorate,  
Department of Finance & Administration, House of Commons, London SW1A 0AA

REMITTANCE ADVICE

Payment methods

Online : [redacted]  
Telephone: [redacted]  
Cheque: [redacted]

Invoice No: [redacted]  
Date: 27 May 2008  
Account No: [redacted]

We accept Debit & Credit Cards. All Credit Card payments are subject to a 1.75% surcharge. Please note that payments made by Credit/Debit Card will not be shown on your statement of account for up to three working days.

£1,458.37



Telephone: [redacted] Facsimile: [redacted] DX [redacted]

A/C: [redacted]  
Invoice: [redacted]

Date 16.6.08

Pay [redacted] or order

One thousand four hundred and fifty eight  
pounds + thirty seven pence

£ 1458.37

P D ROBINSON &  
MRS I ROBINSON

02JUL07

Cheque No.

Sort Code

Account No.

Service charge



Member's claim form

05 NOV 2008

391575 JW 11.11.08

Members' Allowances

About filling in this form

- For details of costs you can claim for, see Green Book section 3.
If you have any doubt about whether you can claim for a cost, please call 020 7219 1592.

Your details

Name in CAPITAL LETTERS

PETER ROBINSON

INV. A

509108

Constituency

EAST BELFAST

514602

514500

Claim details

Notes

M ROBINSON

You can only claim for

- costs you have actually paid
additional expenses wholly, exclusively and necessarily incurred to enable you to stay overnight away from your only or main home for the purpose of performing your Parliamentary duties.
all items costing £250 or more and include receipts - except for food, for which receipts are not required.
receipts or invoices for any hotel cost even if it is less than £250.

Please list

Please attach

Period of claim

from 1 / 7 / 08

to 31 / 10 / 08

Total cost of hotel stays attach all receipts

£ : p

(interest only) or rent

£ 4430 : 52 p

Food

£ 1600 : 00 p

Utilities

£ : p

Council Tax/Rates

£ : p

Telephone and telecommunications

£ 58 : 12 p

Cleaning

£ 76 : 40 p

Service/maintenance

£ : p

Repairs/insurance/security

£ : p

Other

£ : p

Other

£ : p

Other

£ : p

Total

£ 6165 : 04
£ 6241 : 44 p

APPORTIONMENT OF MORTGAGE £2215.26 PD X 4 mths ÷ 2 (SEE IAN ROBINSON STRATEGY) 50%

5854116 CC 10/11

Pay: £ 6165.04

continued on page 2

BM

**Details of second home** *if applicable*

Address of  
second home  
for Additional  
Costs Allowance

[Redacted]  
[Redacted] Postcode [Redacted]

**Declaration**

I confirm that I incurred these costs wholly, exclusively and necessarily to enable me to sleep overnight away from my only or main home for the purpose of performing [Redacted] t.

Signature

[Redacted] MP

Date

31 October 2008

**Data protection**

The rules governing payments made from the Additional Costs Allowance say we must keep the information we ask for on this form.

The information you give will be seen by:

- staff who are responsible for processing Members' Additional Costs Allowance claims and travel claims
- National Audit Office staff.

We will normally keep the information you give for three years following the year in which you incurred the expense.

If you have any concerns about how your information is handled, please call our Data Protection Officer on 020 7219 3659, who acts on behalf of the Data Controller, Clerk of the House.

Send your completed  
form to

Members' Allowances Section, Operations Directorate,  
Department of Finance & Administration, 3rd Floor, 7 Millbank, LONDON SW1 0AA



- You can find details of how to pay overleaf.
- If appropriate, fill in the details on this payment slip.
- Please don't send cash by post.
- Please quote 'Your account number' below on correspondence or remittance advices.

bank giro credit **ABC**

Cashier's stamp and initials  
[ ]

Your account number  
[REDACTED]

Total now due

**£ 58.12**

Signature [REDACTED] Date 28.9.08



Cash	—	—
Cheques	58	12
		<b>£58.12</b>

Bank details

[REDACTED] **Barclays PLC**  
Automated Bulk Credit Clearing  
BT 00-00

No. cheques

Fee

[REDACTED]	[REDACTED]
------------	------------

RR Donnelly 0312

Please do not fold, pin or staple this slip; or write below this line.

[REDACTED] 58.12

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

A/C: [REDACTED]

Date 28.9.08

Pay B.T.  
fifty eight pounds & nine pence only  
*A/c payee name*

£58.12

P D ROBINSON ESQ

04AUG08

Cheque No.

Sort Code

Account No.

[REDACTED]



Bringing it all together

Your account number

Bill number

Date  
16 September 2008

If you have a query  
please see reverse for  
our contact details.



MR P ROBINSON

## Your BT bill

for

**Total now due**

**£ 58.12**

*Please make sure we receive the total now due by  
27 September 2008.*

### Want more from Broadband?

BT Total Broadband's NEW Home Hub gives you the best wireless range of any UK broadband provider. Getting BT Total Broadband up and running is easier than ever before because we've made the set-up process 50% simpler.

For a reliable, award winning service with more features than any other provider, it makes sense to choose BT Total Broadband. For more information visit [www.bt.com/getbroadband](http://www.bt.com/getbroadband).

**Save £18 a year**  
Paying by Direct Debit means  
you can relax as your bill  
will always be paid on time.  
For more details go to  
[www.bt.com/directdebit](http://www.bt.com/directdebit)

H1H2H3

Sheet 1 of 2

00020315



Date  
16 September 2008

Your account number

Bill number

Your phone number

# Summary and detail

If you require a copy of your bill, or request calls to be itemised after the bill is produced, an administration charge will be raised. You can view your bill and all your calls online for free at [www.bt.com](http://www.bt.com).



## Bill totals

This is a summary of your main bill totals including VAT, where applicable, and where to find information of each total.

Cost of calls	£ 0.32	see below
Package benefits	£ 0.00	see page 3
Rental charges	£ 38.93	see page 4
Payment charges	£ 12.00	see page 4
VAT	£ 6.87	see page 4
<b>Total now due</b>	<b>£ 58.12</b>	

## Cost of calls £ 0.32

These totals take account of your reduced call rates. Your free calls are shown in the benefits section.

Type of call	Total number of calls	Total duration	Total cost
National	2	00:05:10	£ 0.320

## Package benefits £ 0.00

Type of benefit	Total number of calls	Total duration	Total discount/benefit
Free calls	0	00:00:00	Free
Friends & Family Overseas			£ 0.000

see page 3

## Friends & Family Overseas £ 0.000

10% off calls to your 15 nominated numbers, including:  
· up to 10 mobile or UK numbers  
· up to 6 international numbers  
· 1 BestFriend number, which can be a UK or mobile number on which you'll save 20%.  
To make changes phone 0800 443 311 or visit [www.bt.com/friends-family](http://www.bt.com/friends-family)

Number	Destination	Qualifying period	Cost before benefit	Total benefit
	London	all	0.000	0.000



Date  
16 September 2008

Your account number

Bill number

Your phone number

## Summary and detail

### Rental charges **£ 38.93**

### Calling Plans **£ 38.93**

Date/period	Description	Quarterly charge	Cost
1 Sep-30 Nov	Charges in advance for BT Together - Local calls option	38.93	38.93

### Payment charges **£ 12.00**

Description	Total cost	
Payment processing fee	£ 4.50	see page 4
Late payment charge	£ 7.50	see page 4

### Payment processing fee **£ 4.50**

*This charge has been made by BT Payment Services Ltd for processing your payment. VAT is not applicable to this charge.*

Description	Cost
Payment processing fee	4.50

### Late payment charge **£ 7.50**

*To avoid late payment charges in the future, why not pay by Monthly Payment Plan or Direct Debit? See the back of the payment slip for more information.*

Description	Cost
Late payment charge for bill dated 16/06/2008	7.50

### VAT **£ 6.87**

*This is the summary of your VAT. If you require a tax invoice for VAT recovery purposes, please call us free on 0800 800 150.*

VAT rate	Charge (ex VAT)	Total VAT
17.5%	£ 39.25	£ 6.87
0%	£ 12.00	£ 0.00
	<i>Total £ 51.25</i>	<i>Total £ 6.87</i>



Member's claim form

21 JAN 2009

Members' Allowances

About filling in this form

- For details of costs you can claim for, see *Green Book* section 3.
- If you have any doubt about whether you can claim for a cost, please call 020 7219 1592.

INV. A 610002  
514602

Your details

Name in CAPITAL LETTERS: PETER ROBINSON

Constituency: EAST BELFAST

Claim details

Notes

MROBIPBE

You can only claim for

- costs you have actually paid
- additional expenses wholly, exclusively and necessarily incurred to enable you to stay overnight away from your only or main home for the purpose of performing your Parliamentary duties.

Please list

- all items costing £250 or more and include receipts – except for food, for which receipts are not required.

Please attach

- receipts or invoices for any hotel cost even if it is less than £250.

RR  
BC

Period of claim

from 1 / 11 / 08 to 31 / 12 / 08

Total cost of hotel stays  
attach all receipts

£ : p

Mortgage payments  
(interest only) or rent

£ 2215 : 26 p ← (apportionment of mortgage £225.26 p/m x 2 months. See Mrs Iris Robinson Strangford)

Food

£ 800 : 00 p

Utilities

£ : p

Council Tax/Rates

£ : p

Telephone and telecommunications

£ : p

Cleaning

£ : p

Service/maintenance

£ 1429 : 99 p

Repairs/insurance/security

£ : p

Other

£ : p

▶ please specify

Other

£ : p

▶ please specify

Other

£ : p

▶ please specify

Total

£ 4445 : 25 p ✓

5865629  
JK  
26/11  
404657  
70 26/11

**Details of second home** *if applicable*

Address of  
second home  
for Additional  
Costs Allowance

[Redacted]  
[Redacted] / [Redacted] Postcode [Redacted]

**Declaration**

I confirm that I incurred these costs wholly, exclusively and necessarily to enable me to stay overnight away from my only or main home for the purpose of performing m

Signature

[Redacted] MP

Date

5 Jan 09

**Data protection**

The rules governing payments made from the Additional Costs Allowance say we must keep the information we ask for on this form.

The information you give will be seen by:

- staff who are responsible for processing Members' Additional Costs Allowance claims and travel claims
- National Audit Office staff.

We will normally keep the information you give for three years following the year in which you incurred the expense.

If you have any concerns about how your information is handled, please call our Data Protection Officer on 020 7219 3659, who acts on behalf of the Data Controller, Clerk of the House.

Send your completed  
form to

Members' Allowances Section, Operations Directorate,  
Department of Finance & Administration, 3rd Floor, 7 Millbank, LONDON SW1 0AA

[REDACTED]

**APPLICATION FOR PAYMENT**  
**For**

[REDACTED]

To: **Mr P D & Mrs I Robinson**

**All Enquiries:**  
**Customer Services Department**  
Telephone: [REDACTED]  
Email: [REDACTED]

Invoice No: [REDACTED]  
Date: 5 Nov 2008  
Account No: [REDACTED]

Payment Due	Description	Period	Amount
1 Dec 2008	Service Charge	1 Dec 2008 to 31 May 2009	1,429.99
<b>Total:</b>			<b>£1,429.99</b>
<b>b/fwd balance:</b>			<b>£0.00</b>
<b>Total Due:</b>			<b>£1,429.99</b>

If you have a current payment arrangement, this account is for information purposes only.

Notices to the Landlord (including those in proceedings) may be served at :- [REDACTED]

Where charged, Ground Rent is collected on behalf of the Landlord.

Service/Management Charges are collected on behalf of [REDACTED]

[REDACTED]



Additional Costs Allowance

ACA2

Member's claim form

29 MAY 2009

About filling in this form

- For details of costs you can claim for, see *Green Book* section 3.
- If you have any doubt about whether you can claim for a cost, please call 020 7219 1340.

INV. A 691202  
514602  
514500

Your details

Name in CAPITAL LETTERS

PETER ROBINSON

Constituency

EAST BELFAST

Office use only

Costo/Cat 2 M ROBIN PBA Supp/Res ID [redacted]

Claim details

You can only claim for

- costs you have actually paid
- additional expenses wholly, exclusively and necessarily incurred to enable you to stay overnight away from your only or main home for the purpose of performing your Parliamentary duties.
- all items costing £250 or more and include receipts – except for food, for which receipts are not required.
- receipts or invoices for any hotel cost even if it is less than £250.

Please list

Please attach

431150 MB 19/06 MAY 2009

Period of claim

from 01 / 01 / 09 to 31 / 03 / 09 + 3

Total cost of hotel stays attach all receipts

£ : p

Mortgage payments (interest only) or rent

£ 2827 : 63 p [Apportioned with Iris Robinson-Strangford as set out in attached note]

Food

£ : p

Utilities

£ 151 : 53 p - British Gas (Gas)  
£ 75 : 00 p - E & M Ltd  
109 : 56 p - British Gas (Electricity)

Council Tax/Rates

£ : p

Telephone and telecommunications

£ 48 : 15 p - BT

Cleaning

£ : p

Service/maintenance

£ 69 : 96 p - [redacted]

Repairs/insurance/security

£ : p

Other

£ : p ▶ please specify

Other

£ : p ▶ please specify

Other

£ : p ▶ please specify

Total

£ 3281 : 83 p

BCV

[Handwritten mark]

**Details of second home** *if applicable*

**Address of second home**  
*for Additional Costs Allowance*

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_



**Declaration**

I confirm that I incurred these costs wholly, exclusively and necessarily to enable me to stay overnight away from my only or main home for the purpose of performing m\_\_\_\_\_nt.

**Signature** \_\_\_\_\_ **MP**

**Date** 25.5.09

**Data protection**

The House of Commons Administration will process the information you provide on this form for the purpose of administering and accounting for the Members' Estimate, making payments and keeping records in accordance with the rules agreed by the House of Commons and the Inland Revenue. The information will also be disclosed to the National Audit Office for audit purposes. The information may also be used within the House of Commons Administration or by its agents for the purpose of business analysis or research. For the purposes of the Freedom of Information Act 2000 the House of Commons Administration is a Public Authority and therefore the information it holds will fall within the scope of that Act. Under the Data Protection Act 1998, you have the right to see and receive a copy of any personal data that the House of Commons Administration holds about you. If you have questions about the contents of this notice or how your information is handled or about your rights under the Data Protection Act 1998, please call our Data Protection Officer on 020 7219 2032, who acts on behalf of the Data Controller (the Clerk of the House).

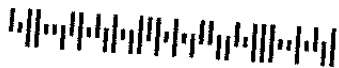
**Send your completed form to**

Validation Team, Operations Directorate,  
Department of Finance & Administration, House of Commons, London SW1A 0AA

Our Ref: [REDACTED]  
Date: 04/02/2009

B/S

Mr P D & Mrs I Robins  
[REDACTED]



**REMINDER - OVERDUE ACCOUNT**

Dear Mr & Mrs Robinson,

**RE:** [REDACTED]

**Amount Now Due £69.96**

We note that the above sum remains outstanding on your account.

You will be aware that as Managing Agents for your development we carry out management services for the benefit of all occupants of that development and that the cost of those services are paid for by all residents through the service charge. If service charges are not paid in a timely manner this can cause difficulties in the effective running and administration of estate services. We would therefore ask you to ensure that all service charges are paid in a timely manner.

Please therefore ensure that the outstanding sum of £ 69.96 is now paid within fourteen days. If this payment is not made an administration charge of £50.00 plus VAT will be added to your account in respect of the administration incurred in obtaining payment of these sums. In accordance with the terms of your Deed interest may also be added to your account if a demand is not paid within 21 days of falling due.

In order to discharge this sum, you may either send a cheque made payable to [REDACTED] with our reference number noted on the back of the cheque to [REDACTED]. We also accept payments by credit or debit card and such payments may be made on telephone number [REDACTED]. We would ask you to note that credit card payments are subject to a 1.75% surcharge.

We look forward to receiving your payment in respect of the above account and would ask you to note your continuing liability to pay service charges in accordance with the terms of your Deed.

**Credit Control Department**

X-----

### REMITTANCE ADVICE

**Payment methods**

**Cheque:** Payable to [REDACTED]

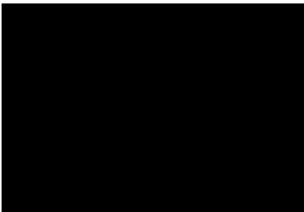
**Telephone 24 Hour Automated Payment Line:** [REDACTED]

\*Credit Card payments are subject to a 1.75% surcharge

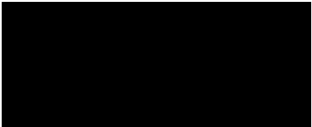
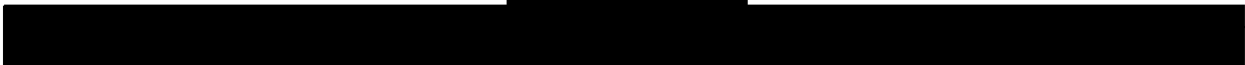
**Email Enquiries:** [REDACTED]

**Our Ref:** [REDACTED]

**Amount Now Due** £69.96



[REDACTED]  
[REDACTED]  
**Telephone:** [REDACTED] **Facsimile:** [REDACTED] **DX** [REDACTED]



Date 11.3.09

Pay [REDACTED]  
Sixty-nine pounds & ninety six pence only  
[REDACTED]

£ 69.96

P D ROBINSON &  
MRS I ROBINSON

28AUG08

Cheque No.

Sort Code

Account No.





- You can find details of how to pay overleaf.
- If appropriate, fill in the details on this payment slip.
- Please don't send cash by post.
- Please quote 'Your account number' below on correspondence or remittance advices.

bank giro credit ABC

Your account number  
[REDACTED]

Total now due

£ 48.15

Cashier's stamp and initials  
[REDACTED]

Signature [REDACTED] Date 29.3.09



Cash	—	—
Cheques	48 —	15

Bank details



Barclays PLC  
Automated Bulk Credit Clearing  
BT 00-00

£ 48.15

No. cheques

Fee



Please do not fold, pin or staple this slip; or write below this line.

[REDACTED] 48.15

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Date 29.3.09

Pay B.T. (Reg: [REDACTED])  
forty eight pounds ~~and fifteen~~  
pence only

£ 48.15

P. D ROBINSON &  
MRS I ROBINSON

28AUG08

Cheque No.

Sort Code

Account No.

[REDACTED]



Bringing it all together

Your account number

Bill number

Q031 SY

Date

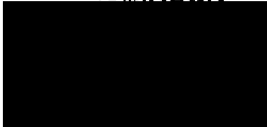
16 March 2009

If you have a query  
please see reverse for  
our contact details.



401

MR P ROBINSON



Your BT bill *London No.*  
for [redacted]

**Total now due £ 48.15**

*Please make sure we receive the total now due by  
27 March 2009.*

### Get more from your Broadband

The UK's most complete broadband  
just got better. Not only have we  
been named the UK's best performing  
ADSL broadband for the sixth time  
running we've just been awarded  
number 1 for wireless broadband  
in the UK.

To get a better broadband experience  
see [www.bt.com/getbroadband](http://www.bt.com/getbroadband).

**Save £18 a year**  
Paying by Direct Debit means  
you can relax as your bill  
will always be paid on time.  
For more details go to  
[www.bt.com/directdebit](http://www.bt.com/directdebit)

HLH2H3

sheet 1 of 2

00017414



Trans Cash

# Electricity Payment Slip

British Gas

bank giro credit



Reference (customer account number)

[Redacted]

Credit account number

[Redacted]

Amount due  
no fee payable at P.O. counter

£ 109.56

Mr & Mrs P ROBINSON

Cheque acceptable at a Post Office

Printed by Communiteals



P. Robinson

Signature

Date

/ /



[Redacted]

HSBC Head Office Collection Account

Total cash

— —

Cheques

109 — 56

£

109.56

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



(Reg [Redacted])

Date 10.2.09

Pay British Gas

One hundred & nine pounds & fifty six pence only

A/c Pay Only

£ 109.56  
[Redacted]

28 AUG 08  
Cheque No.

Sort Code

Account No.

Mr & Mrs P ROBINSON



404 111



## Your electricity bill - actual

Supply address: ✓

**Please pay £109.56 - to reach us by 29 Jan 2009**

### Contact us

**0800 048 0202**

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

Or go to

**britishgas.co.uk/billing**

To manage your account online

Customer reference number



Bill date:

15 January 2009

Bill period:

30 Sep 08 - 14 Jan 09

### Before this bill

Your previous bill	£40.82 in debit
<b>Balance after your last payment</b>	<b>£40.82</b> in debit

### This bill

<b>Balance brought forward</b>	<b>£40.82</b> in debit
<b>Electricity you've used this period</b>	<b>£67.02</b>
<b>Your Dual Fuel discount</b>	<b>£1.55</b> credit
<b>VAT at 5%</b>	<b>£3.27</b>
<b>Total to pay</b>	<b>£109.56</b> in debit

For further details please turn over →

### Message board

#### A great way to help reduce your electricity bills - straight away

Completing our Energy Savers Report could be another money saving choice. It's free and filled with energy saving advice and you could cut your energy bills by up to a third\* - so it's really worth doing. Just visit [britishgas.co.uk/ee](http://britishgas.co.uk/ee) today.

\*Based on Energy Savers Report data from March 2006 - June 2008 plus efficiency advice.

### Ways to pay your bill

## Electricity you've used this period

Meter number: [REDACTED]

30 Sep 08 - estimated **16021** Estimated

25 Oct 08 - estimated **16115** Estimated

= **94.00 kWh used over 26 days (estimated)**

26 Oct 08 - estimated **16115** Estimated

14 Jan 09 - actual **16471** We read your meter

= **356.00 kWh used over 81 days (actual)**

First 147 kWh x 22.799p £33.51

Next 303 kWh x 11.059p £33.51

**Total cost of electricity used £67.02**

One unit of electricity used = 1 kilowatt hour (kWh)

### Electrical emergency or power cut?

**!** Call **0800 028 0247** (24 hours)

The company responsible for the electricity supply delivery network is EDF Energy Networks, Fore Hamlet, Ipswich, Suffolk, IP3 8AQ.

### Your electricity supply number

S [REDACTED]

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 enquires: **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](http://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](http://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](http://www.consumerdirect.gov.uk).

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 15 Jan 2009.

*\*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.*



IBIS  
cash

# Gas Payment Slip

British Gas

bank giro credit



Reference (customer account number)



Credit account number



Amount due  
no fee payable at P.O. counter

£ 151.53

Cheque acceptable at a Post Office

24

Mr & Mrs P ROBINSON

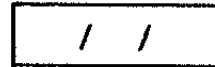
Printed by CommuniGate



*P Robinson*

Signature

Date



Total cash

—	—
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Cheques

151-	53
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HSBC Head Office Collection Account

£ 151.53

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



Date 12.2.09

Pay

British Gas (Reg: )

one hundred & fifty one pounds &

fifty three pence only

£ 151.53

P D ROBINSON &  
MRS I ROBINSON

28AUG08

Cheque No.

Sort Code

Account No.



**Contact us**

**0800 048 0202**

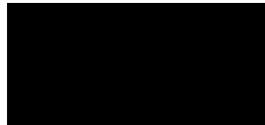
Mon - Fri, 8am - 8pm, Sat, 8am - 6pm.  
Please have your latest meter reading handy.

**Planning on moving home?**  
Call the number above and press 1

Or go to  
**britishgas.co.uk/billing**

To manage your account online

Mr & Mrs P ROBINSON



404 111



Customer reference number



# Your gas bill - estimated

Supply address: 

**Bill date:**

31 January 2009

**Bill period:**

25 Oct 08 - 16 Jan 09

**Please pay £151.53 - to reach us by 16 Feb 2009**

## Before this bill

Your previous bill	£67.15 in debit
What you paid	£67.15
<b>Balance after your last payment</b>	<b>£0.00</b>

**e** We've estimated the reading for this statement. If your current meter reading is significantly different you may give us your new reading at [britishgas.co.uk/meterreads](http://britishgas.co.uk/meterreads) or by calling freephone (0800 107 0224).

## This bill

Balance brought forward	£0.00
Gas you've used this period	£144.32
VAT at 5%	£7.21
<b>Total to pay</b>	<b>£151.53</b> in debit

For further details please turn over →

## Message board

**A great way to help reduce your gas bills - straight away**

Completing our Energy Savers Report could be another money saving choice. It's free and filled with energy saving advice and you could cut your energy bills by up to a third\* - so it's really worth doing. Just visit [britishgas.co.uk/ee](http://britishgas.co.uk/ee) today.

\* Based on Energy Savers Report data from March 2006 - June 2008 plus efficiency advice.

## Ways to pay your bill

## What you paid - thank you

Postal payment	3 Dec 2008	£67.15
<b>Total payments</b>		<b>£67.15</b>

## Gas you've used this period

Meter number: XXXXXXXXXX

25 Oct 08 - estimated	<b>04826</b>	Estimated
16 Jan 09 - estimated	<b>05123</b>	Estimated

= **297 metric units used over 84 days (estimated)**

Gas units converted = **3315.74 kWh used over 84 days**

First 617.00 kWh x 7.259p	£44.79
Next 2698.74 kWh x 3.688p	£99.53

**Total cost of gas used £144.32**

### 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
297	x 39.3011	x 1.0226400	÷ 3.6	= 3315.74

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## 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 enquires: **0845 672 2122**

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# Payment slip

Account Number: [REDACTED]

Property Address: [REDACTED]

- I/We enclose a cheque for £75.00
- I/We would like to make future payments by standing order.
- Your records are incorrect, please make the following amendments:  
 Name .....  
 Contact Address .....  
 Telephone ..... Email .....
- Other .....
- Signature .....



# How to pay

On-line: Please visit our website, [www.\[REDACTED\]](http://www.[REDACTED]) to make payment using a credit or debit card.

By telephone: Call us on [REDACTED] and have your debit or credit card and account number handy. Ask our staff about how to pay future amounts by standing order.

By post: Make cheques out to [REDACTED] and post to the [REDACTED] attaching the remittance slip below.

Any questions? Please see the frequently asked questions section on our website, [www.\[REDACTED\]](http://www.[REDACTED]) or call us on [REDACTED] between 9am and 5pm, Monday to Friday.

[REDACTED]

[REDACTED] A/C: [REDACTED]

Date 6<sup>th</sup> Jan 09

Pay [REDACTED]

Seventy five pounds only

£ 75.00

P. D. ROBINSON & [REDACTED]

28AUG08  
 Cheque No.                      Sort Code                      Account No.

[REDACTED]