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Mr P LISEWSKI  
SECOND FLOOR FLAT D  
40 GLEDSTANES ROAD  
LONDON  
W14 9HU



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8991000013266C0000069390010010001

## Contact us



[britishgas.co.uk/help](http://britishgas.co.uk/help)



**0800 048 0202\***

Mon - Fri 8am - 8pm, Sat 8am - 6pm.



British Gas, PO BOX 4805,  
Worthing, BN11 9QW

**Your Customer Reference Number**  
**8500 0944 4534**

Letter reference: **PAY/PSC/CANX/NONE/002**

Date: **16 September 2013**

## Your electricity payment plan has been cancelled

Dear Mr Lisewski

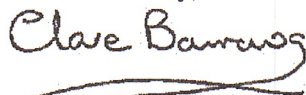
We're writing to let you know that your electricity payment plan has been cancelled. This means you'll need to decide how you'd like to pay for your electricity in the future.

There's a credit balance on your account of £113.58, which includes £92.75 credit for electricity, as well as £-20.83 on your account, which we'll carry forward to your next quarterly bill.

### What you need to do:

- Call us on the number at the top of this letter to continue paying by Direct Debit.
- Or pay by cash or debit/credit card when you receive your quarterly bills.

Yours sincerely,



Clare Barrows  
Head of Billing and Payments

## Take control of your energy with an online account

Managing your account online is easy. Set yours up today and you'll be able to:

- View your bills and make payments.
- Manage your Direct Debit.
- See how much energy you're using.
- Give us meter readings so you get more accurate bills.
- Get tips on how to lower your bills.

You can set up your online account at [britishgas.co.uk/new](http://britishgas.co.uk/new)

## Paying your bills

It's important you pay your bills on time - please take a look at the back of this letter to find out why.



**Start collecting points**

Collect ongoing quarterly points just for being our customer by registering your Nectar card or requesting one. Just visit [britishgas.co.uk/nectar](http://britishgas.co.uk/nectar)

### **Important - you need to know this**

Like many other companies, we share information with credit reference agencies. Having an outstanding debt or late payment can therefore affect your ability to obtain credit in future from other credit providers. It can also affect the terms on which credit is offered, such as the interest rates you pay.

\*Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.