

071 111



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



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## Contact us



**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/CRTE/DDIN

Date: 16 September 2013

## Your bank details

Bank account name:

**MR P LISEWSKI**

Bank account number:

**\*\*\*\*4878**

Bank sort code:

**\*\*\*922**

Monthly payment amount:

**£69.00**

First payment date:

**5th October 2013**

Monthly payment date (or the first  
working day after this date)

**5th**

If any of these details aren't right,  
just let us know.

## Your electricity monthly Direct Debit has been set up

Dear Mr Lisewski

We've set up your monthly electricity Direct Debit and worked out the payments needed to cover your estimated electricity usage for the next year - you'll find details to the right.

It's a convenient way to pay and also means you could qualify for a Direct Debit discount\*\* - the biggest payment discount we offer.

### About your payments

We'll send you a statement when we reassess your payments to make sure you're not paying too much or too little. If needed we will change your payments to match the amount of electricity you are using or to reflect any changes in your tariff. But don't worry, we'll be in touch before we do.

### Discover all the ways we can help

Just visit [britishgas.co.uk/easier](http://britishgas.co.uk/easier) to see all the different things we can do to make your life easier. And if there is anything we can do for you just let us know.

Yours sincerely,

Clare Barrows  
Head of Billing and Payments



## 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)

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, British Gas Trading Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request British Gas Trading Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by British Gas Trading Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when British Gas Trading Limited ask you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

### What happens if we can't collect a payment

If a Direct Debit is returned unpaid by your bank or building society we'll present it again in a month. But please be aware this could mean that they may apply additional charges when we do.

\*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.

\*\*Non standing charge gas customers paying by Direct Debit will receive a discount off their Tier 2 consumption charges of 0.196 p/kWh, up to a maximum of £65 per year. Non standing charge electricity customers paying by Direct Debit will receive a discount off their Tier 2 consumption charges (and night rates where applicable) of 1.873 p/kWh up to a maximum of £40 per year. In both cases, the discount will be applied continuously to your bill throughout the year.

Standing charge tariff customers paying by Direct Debit will receive a 6% discount off our equivalent Cash or Cheque prices, with the exception of those customers on our Fixed Price October 2014 or Pice Promise July 2015 tariffs. For these products, customers paying by Direct Debit are charged a lower unit rate than customers paying by Cash or Cheque:

- For Gas customers this represents a 0.315 p/kWh discount off the equivalent Cash or Cheque Unit Rate,
- For Electricity customers with single rate credit meters this represents a 0.924 p/kWh off the equivalent Cash or Cheque Unit Rate, and
- For Electricity customers with two rate credit meters this represents a 0.798 p/kWh off the equivalent Cash or Cheque Day and Night rates respectively.

All amounts referred to above include VAT at 5%.