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



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9517100012251000000150270010010001



We've been unable to collect your regular electricity Direct Debit payment

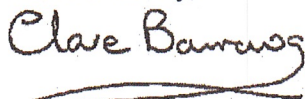
Dear Mr Lisewski

We haven't been able to collect your electricity Direct Debit payment of £58.00 because your bank or building society has returned the payment instructing us to 'refer to payer'. For more information you should get in touch with them.

Don't lose the benefits of paying by Direct Debit

Not only is it a convenient way of spreading the cost of your electricity, it can also earn you a Direct Debit discount of up to £67** – the biggest payment discount we offer.

Yours sincerely,



Clare Barrows
Head of Billing and Payments

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/RET/DDIN/ARUD/0U7/02

Date: 7 September 2012

What happens next

We'll attempt to collect this payment again on 20 September 2012. If it's returned we'll cancel your Direct Debit and write to you to let you know. Please bear in mind that your bank or building society may apply additional charges if this does happen.

If we are able to collect this payment at the second attempt, we'll continue to collect all future Direct Debits unless you tell us otherwise.

*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

**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 £16.25 (inc VAT) per quarter (or £5.42 per month for monthly billing customers). 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 £10 (inc VAT) per quarter (or £3.33 per month for monthly billing customers). Based on average annual consumption of 16,500 kWh for gas and 3,300 kWh for single rate electricity as at 17th January 2011, is rounded and includes VAT at 5%. Discount received varies according to seasonal consumption. If you are on one of our Standing Charge tariffs and are a credit customer you will benefit from a 6% discount off our non Direct Debit prices.