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Mr P Lisewski  
40 Second Floor Flat D Gledstanes Road  
London  
W14 9HU

British Gas  
PO Box 4805  
Worthing  
BN11 9QW

28th November 2013

Ref: 4004768053

Dear Mr Lisewski,

### We would like to exchange your gas meter.

We recently tried to contact you to exchange your meter to ensure its continued accuracy and safety. Your gas meter is now due to be exchanged and we need to arrange a date and time to come to your home and install the new meter.

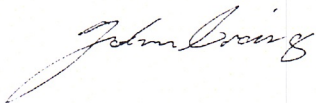
We have a wide range of available appointments to suit your needs. Just call us on **0800 975 5555\*** as soon as possible to let us know when we can visit. Your meter exchange will be carried out by our Smart Energy Expert and will take about 45 minutes.

### What we need you to do

- Please call us on **0800 975 5555\*** to arrange a date and time for your meter to be exchanged.
- During the exchange, your gas supply will need to be switched off.
- In order for the exchange to go ahead, clear access is required to your meter. Please ensure the meter is accessible before the Smart Energy Expert arrives.
- The exchange can only take place if you or another adult is present at your property.

If you have any questions please do not hesitate to contact us (**0800 975 5555\***) Monday – Friday 8am to 8pm or on Saturday 9am to 5pm.

Yours sincerely,



John Craig  
Director, British Gas Smart Metering

\*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.

