

D03093104L/P/592/

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

Contact us now

0800 975 5555

Mon-Fri 8am-8pm,
Sat 9am-5pm

Customer Reference Number

4006837826



3rd July 2014

Dear Mr Lisewski,

Your meter needs replacing – call us today to upgrade to a smart meter

Every so often we are required to exchange your meter to ensure its continued accuracy and safety. Your gas meter needs to be exchanged and we'd like to offer you an upgrade to a smart meter.

Why are smart meters better

- ✓ See your energy usage in pounds and pence, as you use it, giving you greater control
- ✓ Make informed decisions on where to reduce usage, and make savings
- ✓ Forget about meter readings – your smart meter automatically sends them to us
- ✓ Expect accurate bills every time – no more estimated ones
- ✓ Be sure you're only paying for gas you've used
- ✓ Receive a breakdown of your energy usage, along with personalised money saving tips

Call us on 0800 975 5555 to book your appointment and we will enter you into our monthly prize draw to win 1,000,000 Nectar points worth £5,000*

All you need to do is to call us to book an appointment and then make sure you're at home when our Smart Energy Expert comes to carry out your upgrade so that you don't miss out on this opportunity.

To book your appointment online, visit britishgas.co.uk/smartupgrade

We have a wide range of available appointments to suit your needs and installation is hassle free.

We look forward to helping you take more control of your energy use - and save money

Yours sincerely,



James Walker
Head of Customer Service, British Gas Smart Metering

*Calls are free from a BT Calling Plan. Mobile and other providers' charges may vary. Calls may be recorded and monitored for quality assurance and compliance purposes. If you are hard of hearing or speech impaired and use a text phone, please call 18001 0800 072 8626.

Offer applies to British Gas customers upgrading to smart meters and being at home at the agreed appointment time and day. You must remain on supply for the fuel(s) in question at the time the prize draw takes place. You will be entered into the prize draw even if our Smart Energy Expert has to reschedule or abort the initial appointment for whatever reason outside of your control. Offer may be amended or withdrawn at any time without notice and cannot be used in conjunction with any other British Gas energy offer. **Only one offer per household. Offer ends 31st December 2014. Prize draw takes place monthly. The winner will be notified within 7 days of prize draw. If the winner does not have a Nectar card, we will assist and issue one to them. Terms and conditions apply. The promoter is British Gas Trading Limited, Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD. Please address your questions in writing to: British Gas, PO Box 4805, Worthing, BN11 9QW or via www.britishgas.co.uk

British Gas is a trading name of British Gas Trading Limited
Registered in England and Wales: No. 3078711 Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD

What you need to know:

- There may be technical reasons why you cannot have a smart meter at your property right now, such as poor mobile signal at your property at the point of your existing meters, and these reasons may not be clear until your installation appointment
- If for some reason we can't fit a smart meter in your home we'll still fit a new standard meter
- British Gas is a signatory to the Smart Metering Installation Code of Practice (SMICoP) published by the Department of Energy and Climate Change