

134 000

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



374



Contact us



britishgas.co.uk/help



0800 048 0202*

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



British Gas, PO Box 227,
Rotherham, S98 1PD

Your Customer Reference Number

8500 0944 4534

Letter reference: PAY/DDI/CANX/CUST

Date: 25 July 2015

We've cancelled your electricity Direct Debit

Dear Mr Lisewski

Thank you for getting in touch with us recently to cancel your Direct Debit - which we have now done. This means you'll need to decide how you'd like to pay for your electricity in the future.

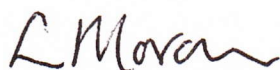
Don't lose the benefits of paying by Direct Debit

If you do not keep up with your Direct Debit payments new terms will apply. For full details of these please see the back of this letter**.

To continue paying by Direct Debit, just call us on the number at the top of this letter - please have this letter to hand.

If you decide not to set your Direct Debit up again you'll need to pay by cash or debit/credit card when you receive your quarterly bills.

Yours sincerely,



Lisa Moran
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

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.



Collecting points with us is easy

You can collect points for doing small things like setting up a Direct Debit and you'll even get points just for being our customer. To find out more visit 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.

*We record calls to help improve our service to you. If you are hard of hearing or speech impaired and use a textphone, please call 18001 0800 072 8626.

**Customers paying by Direct Debit are charged a lower unit rate than customers paying by Cash or Cheque. If you do not honour your direct debit payments, we can require you to pay by the higher Cash or Cheque unit rate - meaning you will lose your discount and your prices will increase. The difference between Direct Debit rates, and rates for customers paying by Cash or Cheque, can be found in your contract pack or online at www.britishgas.co.uk/alltariffs. We will give you seven working days notice before changing your payment method.

Customers who are on 'Price Promise April 2014' or 'Price Protection March 2015' 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. 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.