

213 111



Mr P LISEWSKI
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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 227,
Rotherham, S98 1PD**

Your Customer Reference Number

8500 0944 4534

Letter reference: PAY/DDI/DEFA/NOCH/001

Date: 1 July 2015

Confirmation of your Direct Debit payment date

Dear Mr Lisewski

We wrote to you recently with details of your Direct Debit payment, including the date we'd be collecting it from your bank or building society. Unfortunately we gave you the incorrect date so please ignore this. We have now updated your account with the correct date and can confirm that your payment is now due – you'll find the collection date to the right. We're sorry for any inconvenience this has caused.

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 that they may apply additional charges when we do.

Here to help

Just let us know if there's anything we can do for you and if you have any questions you can always visit us at britishgas.co.uk.

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**.

Yours sincerely,

Lisa Moran
Head of Billing and Payments

What happens next

You do not need to do anything. The outstanding payment of £1,693.93 will now be collected on 14 July 2015 and all other payments will be collected as normal.

*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.