

225 111

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/PSC/CRTE/DDIN/002

Date: 11 January 2016

Your bank details

Bank account name:

Bank account number:

****4195

Bank sort code:

***121

Monthly payment amount:

£60.00

First payment date:

5th February 2016

Monthly payment date (or the first
working day after this date)

5th

If any of these details aren't right,
just let us know.

Your electricity monthly Direct Debit has been set up

Dear Mr Lisewski

We've set up your monthly Direct Debit to pay for your electricity. It's a convenient way to pay and means you could qualify for a Direct Debit discount**.

About your payments

We've worked out your monthly payments to cover your estimated electricity charges for the coming year as well as your existing account balance of £207.46, which includes £0.00 for gas and £207.46 debit for electricity. This means that at the end of the payment plan year you should have paid for all the electricity you've been using and your outstanding balance should be cleared.

Want to pay off some of your balance now?

As this balance is more than 28 days overdue you won't be eligible for the Direct Debit discount until it's fully repaid. So if you'd like to pay some of it now just call our automated number on **0800 107 7105*** and pay by debit/credit card. If you do we can reassess your monthly payments for you and they could come down. Please have this letter to hand when you call.

We'll keep your payments on track

We'll send you a statement when we reassess your payments to make sure you're not paying too much or too little. If needed, we will change your payments to match the amount of electricity you're using or to reflect any changes in your tariff. But don't worry, we'll be in touch before we do.

Discover all the ways we can help

Just visit britishgas.co.uk/easier to see all the different things we can do to make your life easier. And if there is anything we can do for you just let us know.

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

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, British Gas Trading Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request British Gas Trading Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by British Gas Trading Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when British Gas Trading Limited ask you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

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 this could mean that they may apply additional charges when we do.

*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.

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**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.