

D00890101L/3389/44/374 D

Mr Paul Lisewski
40 Gledstones Road
London
W14 9HU



We've removed your Dual Fuel Discount

Hello Mr Paul Lisewski

We've realised that we've been continuing to give you a Dual Fuel Discount on your bill, even though you don't have both fuels with British Gas any more. So your bills have been slightly cheaper than they should have been.

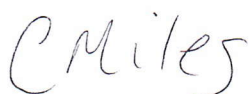
What happens now

We've now removed the discount from your account, so you won't be seeing it on your bills from now on. As this was our mistake, we'll honour the discount we've given you on your previous bills.

You'll qualify for the Dual Fuel Discount of £15 per year (including VAT) if you have both your fuels with British Gas. If you're interested in doing this, just give us a call on 0800 048 0202*.

If you've got any questions, just get in touch.

Thanks



Claire Miles
Managing Director, Customer Operations

*We record calls to help improve our service to you. Calls to 0800 numbers are free from mobiles and landlines.

British Gas is the trading name of British Gas Trading Limited. Registered in England and Wales (No. 03078711).
Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.
British Gas is a mandatory FIT Licensee. britishgas.co.uk

**Your customer
reference number**
850009444534

Contact us
britishgas.co.uk

0800 048 0202*
Mon–Fri 8am–8pm
Sat 8am–6pm

Textphone
18001 0800 072 8626



Letter reference
CRA006

30th March 2017

**Need help
reading this?**

If you'd like a large print, Braille or audio version of this letter, call us free on 0800 072 8625*.