

Phone: 0845 955 5904

Mon-Thu 8.30am - 5.00pm

Fri 8.30am - 4.30pm

Write to:The Payments Team
British Gas Business
PO Box 1397
Oxford
OX4 2WR**Internet:**

britishgas.co.uk/business

Your customer reference:

A772658

We sent this letter on:

14 May 2012

Mr & Mrs McGillicuddy
Barnfield Cottage & House
Barnfield Terrace
Liskeard
Cornwall
PL14 4DT

Changes to your Direct Debit Balance of Account; £-752.78

Dear Customer,

We are writing to advise you that your Monthly Direct Debit payment of £0.00 is insufficient to clear your current and estimated charges over the next 6 months.

Therefore, we need to increase your monthly payment to £308.00 for a 6 month period, after which it will be reviewed.

The amount proposed is based on the consumption data we hold for you but to ensure that your estimated annual consumption is as accurate as possible please contact the payments team with a meter reading. This will be used to re-calculate the amount you need to pay each month ensuring any future estimated bills will be more accurate.

If you would like to discuss your Direct Debit payments please contact us on 0845 955 5904 or contact us via email on ddrteam.box@centrica.com.

If we do not hear from you within 7 days of the date of this letter, we will assume that you agree to the proposed change in your monthly payment and will amend your Direct Debit accordingly.

Yours faithfully;

Matt Jeffery
Finance Insight Manager

At a glance

- Your Direct Debit plan has been reviewed.
- We are increasing your payments to £308.00 for a period of 6 months.
- Please call us on **0845 955 5904** with a meter reading anytime.
- If you have been contacted by us regarding this matter, please disregard this letter.