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Hello,

The crossed meter issue has been investigated by the Energy Ombudsman this bill produced on **27th April 2017** has not been look at by The Energy Ombudsman and Citizen Advice Extra Help Unit.

The **Back Billing Code** was applied to my account and the bill of **27th April 2017** was the result.

This Bill resulted in a **£24** debit on the Account. British Gas have written off this debt.

If we look at the statement, on page 2 under section 4. We can see two readings

1 Sep 2016 - we read your meter = 15035 (Meter S/N Z10N019509)

https://www.mage-net.net/wp-content/2017/04/Electricity_Bill_22Sep16.pdf

1 Sep 2016 - we estimated your final meter reading = 15035 (Meter S/N Z10N109515)

<https://www.mage-net.net/wp-content/2017/05/Statement-27.04.17.pdf>

Now **15035** is the same final reading you gave on both bills.

I did not approach British Gas about the possible cross meter until I received the bill dated **22nd September 2016**. So they are using the wrong meter reading again.

Meter number: Z10N019509

2 Aug 2016 - we read your meter 14950

1 Sep 2016 - we estimated your final meter reading 15035

Your electricity use in detail

Meter number: Z10N109515

2 Sep 2015 - we read your meter 12121

1 Sep 2016 - we estimated your final meter reading 15035

You have never explained where **15035** came from and why it's on both bills.

British Gas are refusing to Engage on this say i need to ask the Ombudsman or seek private legal help.

As a disabled man on benefits, legal action is so far out my reach it's funny.

Daniel McMorrow