

From: **Winn Nackeem** [Winn.Nackeem@britishgas.co.uk](mailto:Winn.Nackeem@britishgas.co.uk)  
Subject: **Complaint Reference: 8008420324/WN**  
Date: Today at 15:21  
To: **Mr Daniel Boyce McMorrow** [Mr.Daniel.Boyce.McMorrow@britishgas.co.uk](mailto:Mr.Daniel.Boyce.McMorrow@britishgas.co.uk)

Dear Mr McMorrow

Thank you for your time earlier today when we spoke. Once again I'm sorry you feel this matter has not been fully resolved.

During our telephone conversation you mentioned that you'd not had a bill to show you how the final amount had been worked out – please find attached copy final bill for your ease of reference.

This matter has already been before the Energy Ombudsman, and you did not accept their decision. For the avoidance of doubt, back billing credit was already applied to the account in the amount of £620.17, leaving a small balance of £24.07 for you to pay. As per our earlier telephone conversation, I confirm I wrote off that amount as a gesture of goodwill leaving the account with a nil balance.

The Energy Ombudsman already ruled on this matter, and it was closed on our system. It will not be reopened. I'm sorry that's not the outcome you expected. Should you have any further queries please feel free to contact the Energy Ombudsman again or alternatively seek independent legal advice.

I'll update your MP accordingly.

Kind regards

Winn Nackeem  
Customer Manager – Executive Office

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My hours: Monday, Wednesday - Friday 8.00am -6.00pm



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