



**CATHERINE WEST MP**  
*Member of Parliament for Hornsey and Wood Green*

Mr Daniel McMorrow  
110a Sylvan Avenue  
Wood Green  
London  
N22 5HY

Our Ref: ZA3309

16 June 2017

Dear Mr McMorrow,

Please find enclosed the response that I have now received from British Gas.

I am told that the account has been credited and that the remaining balance has also been written off. I also understand that British Gas are not able to provide further assistance as the matter has fully investigated by the Energy Ombudsman and that you may want to refer the matter back to the Ombudsman or seek legal advice.

I hope this is helpful for you and if there are any other matters that you would like to bring to my attention, please do not hesitate to contact me.

Yours sincerely,

**Catherine West**  
**Member of Parliament for Hornsey & Wood Green**

Dear Ms West

Thank you for your enquiry into Mr McMorrow's matter. I'm sorry Mr McMorrow remains dissatisfied.

By way of background information, this case has already been before the Energy Ombudsman. A full investigation was carried out, and a report was submitted to the Energy Ombudsman on the 12<sup>th</sup> January 2017 – please see attached copy for your ease of reference. They carried out their investigations, and ruled on the 13<sup>th</sup> April 2017 making the following recommendations:-

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The decision is that British Gas is required to take the following action to resolve Mr McMorrow's complaint:

- apply the Energy UK Code of Practice for Accurate Bills (often referred to as The Code) to the account, and remove charges for unbilled energy usage that are dated more than 12 months from the date of the first accurate bill;
- re-bill the account using the correct electricity meter serial number of Z10N019515 using the closing meter reading of 15035 on 1 September 2016;
- confirm in writing that if you identify British Gas has added any adverse payment information to your credit file due to these issues that have occurred on your account, on receipt of written proof of this from you, it will remove such information and confirm to you in writing on completion of this;
- issue a written apology for the inconvenience these issues have caused, which includes an apology for any inconvenience caused by referring the account to external debt collection agencies;
- offer you a payment plan which takes into account your ability to pay; and
- credit the account with a £100 gesture of goodwill.

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Mr McMorrow did not accept the ruling, and therefore any offers recommended were withdrawn. Back-billing credit of £620.17 was applied to the account, leaving Mr McMorrow with only a small balance of £24.07. I have today written this balance off as a gesture of goodwill, and therefore the account now has a nil balance.

I have spoken to Mr McMorrow who is still dissatisfied with the outcome. The matter has already been fully investigated by the Energy Ombudsman therefore there is no further assistance we can offer Mr McMorrow. He can either refer the matter back to the Ombudsman or alternatively seek independent legal advice.

I will now be making arrangements to close this complaint.

Kind regards

Winn Nackeem

Customer Manager – Executive Office

T: 01784874431

E: [winn.nackeem@britishgas.co.uk](mailto:winn.nackeem@britishgas.co.uk)

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

