

Pete Loud

From: <central.enquiries@energywatch.org.uk>
To: <pete@peteloud.co.uk>
Sent: 05 May 2006 12:17
Subject: Complaint submitted to energywatch

The following information has been sent to energywatch - please keep a copy of this for your records.

Title: Mr

First Name: Peter

Surname: Loud

Address: 16 Woodley Headland

Postcode: MK6 3PA

Is this a domestic or business property?: Domestic

Home Postcode: MK6 3PA

Daytime Phone Number: 01908 605267

Email: pete@peteloud.co.uk

Are you acting on behalf of another person?: No

Complaint - Fuel type: Dual

Which company is your complaint about?: British Gas

First date company contacted?: 12 April 2006

Last date company contacted?: 17 April 2006

What is your complaint or enquiry about?: Over-charging based upon falsified final meter readings.
Charges claimed relating to a falsified agreement relating to a fixed price contract.

These apply to both gas and electricity

What did you say?: I pointed out that their claim that my meter was read was not true, that the readings they said they read were in excess of the actual consumption.

When they tried to charge me a cancellation fee for changing supplier I queried this and they said that I had agreed to a fixed price contract. I had not.

I pointed out that their actions were attempting to obtain money by deception.

What did they say?: They haven't replied

Electricity Supplier: British Gas

Electricity Supply Number: 620 494 0461

Gas Supplier: British Gas

Gas Meter Point Reference Number: 100 486 188 3417

Have you contacted anyone else about your complaint or enquiry?: No

How did you hear about energywatch?: From British Gas

Would you be happy for your complaint to be used in the media?: Yes

Would you be happy to speak to journalists about what happened to you?: Yes

Mr Loud
16 Woodley Headland
Peartree Bridge
Milton Keynes
Bucks
MK6 3PA

9th Floor
Civic House
156 Great Charles Street
Birmingham
B3 3HN

8 May 2006

Ref: 1130052 / Lynda Bowen

Dear Mr Loud

Thank you for contacting energywatch. I was concerned to hear of your difficulties with British Gas Trading. Please be aware that in order to investigate your complaint I may be required to pass on any information that you share with us.

I have contacted the company on your behalf, asking them to address your complaint. I have requested that a written response is sent to you and copied to me. For information, we make it clear to companies when rebates and discounts are expected of them. While we have no remit to demand compensation, if consumers request it we always ask the company to address this point.

Although energywatch expects an answer within three weeks, sometimes delays occur because companies cannot immediately resolve matters or the issues are complex. Please be assured that we chase the company regularly and will keep you informed of developments*. Once the company has confirmed this matter is resolved and we agree, we will close our case. If we disagree, we will let you both know what will happen next.

All complaints received by energywatch are used to monitor the performance of energy companies and identify trends. We use this information in various ways, ranging from press releases to raising wider issues with the industry regulator, Ofgem. If you are interested in learning more please visit our website.

Yours sincerely

Telephone: 0845 906 0708 (local rate) RNID Typetalk: 18001 0845 906 0708
From Overseas: +44 845 906 0708
Fax: 0121 212 1492

INDEPENDENT FREE HELP & ADVICE

Lynda Bowen
Consumer Adviser

0845 906 0708

central.enquiries@energywatch.org.uk (* *email updates available on request*)

Telephone: 0845 906 0708 (local rate) RNID Typetalk: 18001 0845 906 0708
From Overseas: +44 845 906 0708
Fax: 0121 212 1492

INDEPENDENT FREE HELP & ADVICE

energywatch is the trading name of the Gas and Electricity Consumer Council

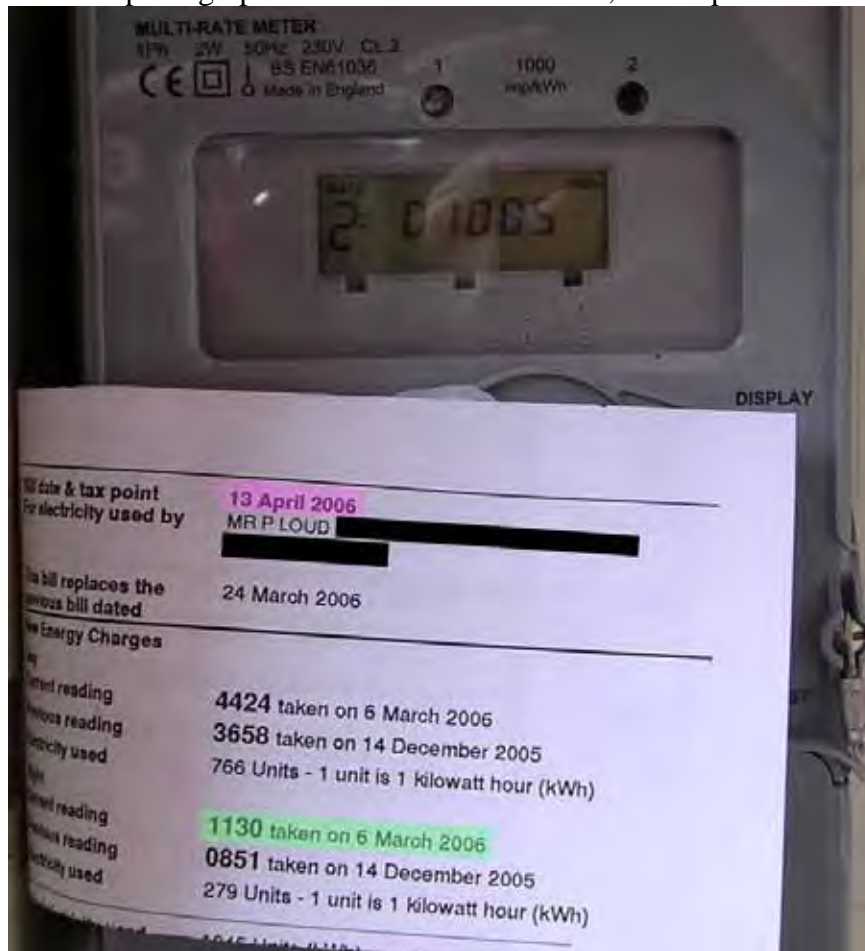
From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 11 May 2006 12:11
To: Supplier Complaints Central <SupplierComplaints.Central@energywatch.org.uk>
Subject: Energywatch complaint. Ref: 1130052 / Lynda Bowen

Hi Lynda,

Thanks for your speedy response to my emailed complaint about British Gas billing.

I am attaching a copy of the letter in .pdf format that I sent to British Gas outlining my complaints.

In order to demonstrate beyond doubt the veracity of my complaint I am including a photograph of the bill in which British Gas claims that they took a reading of 1130 on my electricity meter on 6th of March. The photograph was taken on 24 April, 7 weeks later. On this date the reading is 1085, less than that which they claimed they read 7 weeks earlier. By sticking the bill on the meter and photographing the bill and the reading it establishes that it would have been impossible for me to take that photograph before the date on the bill, 13th April.



This is only one of the aspects of which I am complaining. I could substantiate my other complaints with similar reliable documentation, I presume at this stage you don't want to be presented with every detail of every bill reading and telephone call.

Regards,

Peter Loud

Attachment, Letter to British Gas dated 17th April 2006



Peter Loud

Information Systems Consultant



16 Woodley Headland,
U.K.

Peartree Bridge,

Milton Keynes,

MK6 3PA,

email: pete@peteloud.co.uk

Tel. 01908 605267

British Gas

PO Box 6456
Solihul
West Midlands
B90 8YA

17th April 2006

Dear Sir,

Electricity	Customer reference number	620 494 0461
Gas	Customer Reference	100 486 188 3417

Over the past two years I have had numerous problems with billing for my electricity and gas supplies. For the moment I wish to elaborate upon problems with my latest gas and electricity bills.

My latest electricity bill dated 24 March 2006 has erroneous meter readings.

The "Night" consumption it states:

Current Reading 1130 taken on 6 March 2006.

A reading was not taken on 6th March and the actual reading was much lower than this. This means that you are trying to obtain money by deception, or fraud.

The same bill includes a charge,

Account adjustment 23 March 2006-04-13 £20

On speaking to customer services, I was told that I had agreed to "Fixed Price" deal and that this was a cancellation charge. I had not agreed to a "Fixed Price" deal. This therefore is an attempt to obtain money by deception, or fraud.

On-line gas bill on 12 April 2006

On my on-line gas bill on 12 April 2006 there was a similar "payment adjustment" of £30. On speaking to customer services on 12th April 2006, I was told that I had agreed to "Fixed Price" deal and that this was a cancellation charge. I had not agreed to a "Fixed Price" deal. This therefore is an attempt to obtain money by deception, or fraud.

I had similar problems in late 2005 when I was sent bills which claimed fictitious meter readings. These fictitious readings were supported by telephone calls to customer services. I was able to show that these were false, inflated readings because the meter had not worked or changed it's reading for many months. This was another case of British Gas attempting to obtain

money by deception. At the moment I can not be specific on this because I have not looked at the details for over a year, but I have carefully kept all of the documentation associated with this attempted fraud.

From this it is clear that British Gas have a policy of systematic institutional fraud in the billing of domestic power supplies.

I look forward to settling my Gas & Electricity bills when you cease your fraudulent claims.

Regards,

Peter Loud

Pete Loud

From: "Pete Loud" <pete@peteloud.co.uk>
To: <central.enquiries@energywatch.org.uk>
Sent: 22 May 2006 12:54
Subject: Ref: 1130052 / Lynda Bowen

Dear Ms Bowen,

Since my complaint of 5th May 1006 and your reply of 8th of May '06 the only reply that I have received from British Gas relating to my complain is a letter saying that they will contact me by 5th June 2006.

However I am continuing to receive harassing letters threatening me with court action and debt collecting agencies being instructed to take action against me. This morning I received a threatening letter relating to my electricity bill in which there were falsified inflated meter readings. Last week I received a threatening letter relating to my gas bill which was based upon falsified and inflated reading.

In 2004 I was subjected to a similar campaign of threatening letters when I delayed paying a bill which had similar falsified readings. I confidently say falsified reading because the meter wasn't working and the reading hadn't changed for months or perhaps years. When I received this harassment in 2004 I had just been diagnosed with cancer and waiting to go into hospital, under those conditions of personal stress I buckled to the threats of British Gas and paid. This time I do not wish to give in to the threats of BG, but at the same time I prefer to avoid court action, or debt collectors being set upon me in the next 7 days.

Can you advise me of a sensible course of action.

Regards,

Peter Loud

Mr Loud
16 Woodley Headland
Peartree Bridge
Milton Keynes
Bucks
MK6 3PA

9th Floor
Civic House
156 Great Charles Street
Birmingham
B3 3HN

25 May 2006

Ref: 1130052 / Lynda Bowen

Dear Mr Loud

I write to advise that energywatch continues to investigate the recent problems you have experienced with British Gas Trading.

Unfortunately, I still await a response from the company and am currently in the process of chasing them for a reply.

If the company continues to fail to respond, then I will ask my Team Leader to escalate the matter within British Gas Trading in order to secure a response.

Yours sincerely

Lynda Bowen

Lynda Bowen
Consumer Adviser
0845 906 0708
central.enquiries@energywatch.org.uk

From: Pete Loud
Sent: 05 June 2006 10:38
To: central.enquiries@energywatch.org.uk
Subject: Ref: 1130052/ Lynda Bowen

Dear Ms Bowen,

Ref: 1130052 / Lynda Bowen

Electricity	Customer reference number	620 494 0461
Gas	Customer Reference	100 486 188 3417

On the 1st of June I received a reply from British Gas to my complaint of 17th April. The letter from British Gas indicates that a cc. was sent to energywatch. I have attached a pdf copy of my reply to British Gas to this letter. If you have any problems opening and reading the letter please do not hesitate to contact me.

In the letter from British Gas there is no explanation which shows that they were not guilty of attempting to obtain money by deception. I still maintain, with complete confidence, that British Gas falsified and inflated the meter readings on my gas and electricity bills. I still maintain that I did not have any agreement for "capped" energy prices.

British Gas try to pin the blame on my new energy supplier for their own billing errors. However BG got their meter readings is irrelevant. The bills which British Gas sent to was for gas and electricity supplied by them and they are responsible for those bills, and the attempted fraud within those bills.

British Gas still suggest that I had made an application for capped prices, but in doing so they use weasel words, *"there is a note on your account dated 21st February 2005 which stated that there was a pre-registered application for capped prices"*.

I would like to know who made that note and on what basis. I have not made any application for capped prices, quite the opposite, on 24th March 2005 I spoke to British Gas over the phone and made it very clear that I did not want capped prices. If British Gas records show anything other than that they must be falsifying their records as well as falsifying meter readings. I have asked British Gas for a copy the paperwork which shows my application, or whatever for capped prices.

The issue at stake is not simply about British Gas trying to over-charge Peter Loud by £50 - £100. The issue is that normal practice of British Gas appears to be overcharging customers by the deliberate falsification and inflation of meter readings and the falsification of capped prices agreements. If this is standard practice, millions of British Gas customers will have been defrauded of hundreds of millions of pounds.

At the moment I feel tempted to start a campaign against British Gas based upon the falsification & inflation of meter readings and falsification of capped prices agreements. To you, this might just sound like the fantasy of an angry consumer. It may be, perhaps I'll cool down, but I have a personal website which gets approximately 650,000 webpage hits per year, I do not think it would be beyond me to set up a campaign website that attracts and activates many thousands of other defrauded customers. However I should not have to do this, ideally energywatch should prosecute British Gas, rather than an individual customer.

Regards,

Peter Loud
Attachment, Letter to British Gas dated 1st June 2006



Peter Loud

Information Systems Consultant



16 Woodley Headland, Peartree Bridge, Milton Keynes, MK6 3PA, U.K.
email: pete@peteloud.co.uk
Tel. 01908 605267

British Gas
80 St Mary's Road
Southampton
SO14 0WA

1st June 2006

Dear Mr Napier,

Electricity	Customer reference number	620 494 0461
Gas	Customer Reference	100 486 188 3417
Energywatch ref: 1130052 – Lynda Bowen		

Today I have received your letter dated 30th May 2006. Your letter is a combination of avoidance of key issues and weasel words. It would put a smile on the face of Tony Blair.

- You make no apology for sending my bills with falsified inflated meter readings.
- You make no apology for attempting to charge me for cancelling a capped prices agreement which I did not have.
- You fail to address the problems with the electricity bill.

Your Paragraph 1.

You say, "*Please accept my apologies for the impression . . .*" I am not interested in apologies about **impressions**. I want a full explanation and apology for your falsifying and inflating my gas and electricity bills and your falsely claiming that I had applied for capped prices and your charging a cancellation fee because of that.

You say, "*I would like to assure you that we are not attempting to obtain funds by deceit . . .*"

Following this is a copy of part of one of the bills that British Gas sent me. In this BG unambiguously say certain readings were taken on 6 March 2006. My electricity consumption was calculated upon those readings. BG then billed me for that amount. It is absolutely accurate for me to say that BG was deceiving me, because readings were not taken on 6th of March 2006. I can show beyond any doubt that the figures that BG claim to have read were inflated. BG then attempted to charge me based upon these falsified inflated figures. Quite simply that is attempting to obtain funds by deception. There is not a court in the country that would disagree with that.

The same bill shows an "Account Adjustment" charge of £20. When I telephoned customer support I was told that this was a cancellation charge because I had a capped prices agreement.

Bill date & tax point	24 March 2006	
For electricity used by	MR P LOUD 16 WOODLEY HEADLAND MILTON KEYNES MK6 3PA	
New Energy Charges		
Day		
Current reading	4424 taken on 6 March 2006	
Previous reading	3658 taken on 14 December 2005	
Electricity used	766 Units - 1 unit is 1 kilowatt hour (kWh)	
Night		
Current reading	1130 taken on 6 March 2006	
Previous reading	0851 taken on 14 December 2005	
Electricity used	279 Units - 1 unit is 1 kilowatt hour (kWh)	
Total electricity used	1045 Units (kWh)	
for first	202 kWh at 12.693 pence per kWh	
for last	843 kWh at 5.878 pence per kWh	
	Cost of electricity used	£75.19
Discount for taking both gas and electricity	14 December 2005 to 6 March 2006 82 days at 3.9140 pence per day	or £3.21
Account adjustment	23 March 2006	£20.00
	Sub total excluding VAT	£71.98
	VAT at 5.0%	£3.59
	Total charges	£75.57
Previous Account Activity		
Balance brought forward	24 January 2006	£56.00
Less your payments	1 MAR 06 to 1 MAR 06	or £56.00
Please pay		£95.57

Paragraph 2, British Gas's meter reading agent.

In your second paragraph you attempt to pass the buck for the falsified inflated meter readings to London Energy. For the gas and electricity in question BG was my supplier and was responsible for billing me for that gas and electricity. British Gas is free to use an agent to obtain meter readings but British Gas is responsible for the accuracy of the bills it sends out. I am surprised that BG uses one of its competitors to supply it with readings, but my surprise is of no legal consequence. Perhaps you can explain how BG's agent came up with these readings. Did you ask your agent to read the meter? Or did BG give their agent my previous meter readings and ask their agent to guess what the readings might be. Think how you might answer this in court, under oath, and being questioned by a prosecution lawyer.

Paragraph 3, Electricity Account

In your third paragraph you say, "*Your electricity account was correctly closed to the received meter readings, . . .*" I'm not sure what you mean by this. I know, and you know, that these readings were falsified and inflated, so how could it be "correctly closed". After this you do not mention the electricity account again. You make no comment of the readings being falsified and inflated.

Paragraph 4, Agreement to capped prices.

In your fourth paragraph you say, “. . . there is a note on your account dated 21 February 2005 which stated that there was a pre-registered application for capped prices until 2007.” I am not sure what you mean when you say, “a pre-registered application for capped prices”. Are you claiming that I applied for capped prices? If so, would you please send me a copy of the agreement which I signed. I believe that British Gas has deliberately falsified my acceptance to such an agreement.

Let us look back to a letter which I received from British Gas in March 2005. In this BG wrote, “Recently, you signed up to fix your gas and electricity prices with British Gas. . . .”. This was untrue. I had not signed up to fix my gas and electricity prices. British Gas was lying, I presume in the hope that customer’s inertia would mean that they didn’t object and that BG could later say that they had had agreed, perhaps in the way that has happened with me. However to ensure that this didn’t happen, on receipt of this letter I telephoned British Gas and said that I had not signed up for this and did not want it. You record the telephone calls to Customer Services, check your records, the call was made to 0845 601 2007 on 24 March 2005 at 09:58 am.

Paragraph 6, Harassment

In your 6th paragraph you excuse your harassment, threats of court action and debt collectors by saying these notices are automatically processed. It makes no difference whether the threats are written by Joe Dyer personally, or a secretary was instructed to send the threats or whether a computer was instructed to send the threatening letters, harassment is harassment. British Gas is quite happy to have as part of its billing procedures a system which sends out threats without having taken into account the details of the billing.

In my earlier letter I charged British Gas with having a policy of systematic institutional fraud in the billing of domestic power supplies. I chose my words carefully. Your policy is clearly is of falsifying and inflating meter readings and bills. This is not happening due to an individual mistake, this is the system you normally pursue. When I have spoken to customer services they support the fraudulent system which you have in place, the fraud is not the behaviour of one corrupt employee but is institutional.

Your compensation in no way adequate for the way you treat, not just me, but all of your customers. I would prefer to see your fraud passed over to the DPP and British Gas fined, perhaps £5m, and ordered to pay compensation of say £50 to each customer who has been sent a falsified and inflated bill, and £50 to each customer whose agreement to capped prices was falsified.

Regards,



Peter Loud

Cc energywatch

energywatch

your gas and electricity watchdog

www.energywatch.org.uk

Mr Loud
16 Woodley Headland
Peartree Bridge
Milton Keynes
Bucks
MK6 3PA

9th Floor
Civic House
156 Great Charles Street
Birmingham
B3 3HN

5 June 2006

Ref: 1130052 / Lynda Bowen

Dear Mr Loud

I write in reference to your complaint received by energywatch. We have now received a copy of the response from British Gas Trading.

Based on the information provided by yourself and British Gas Trading, I believe this addresses all the issues raised in your complaint. I will therefore be closing the case.

If you have any further queries on this matter, or any future energy related problems, please do not hesitate to contact us as per the details on this letter.

Yours sincerely

Lynda Bowen

Lynda Bowen
Consumer Adviser
0845 906 0708
central.enquiries@energywatch.org.uk

*Letter from British Gas dated 30 May '06
attached.*

Telephone: 0845 906 0708 (local rate) RNID Typetalk: 18001 0845 906 0708

From Overseas: +44 845 906 0708

Fax: 0121 212 1492

INDEPENDENT FREE HELP & ADVICE

energywatch is the trading name of the Gas and Electricity Consumer Council

Pete Loud

From: "Pete Loud" <pete@peteloud.co.uk>
To: <consumeraffairs@ofgem.gov.uk>
Sent: 08 June 2006 10:19
Subject: British Gas Billing

Hi,

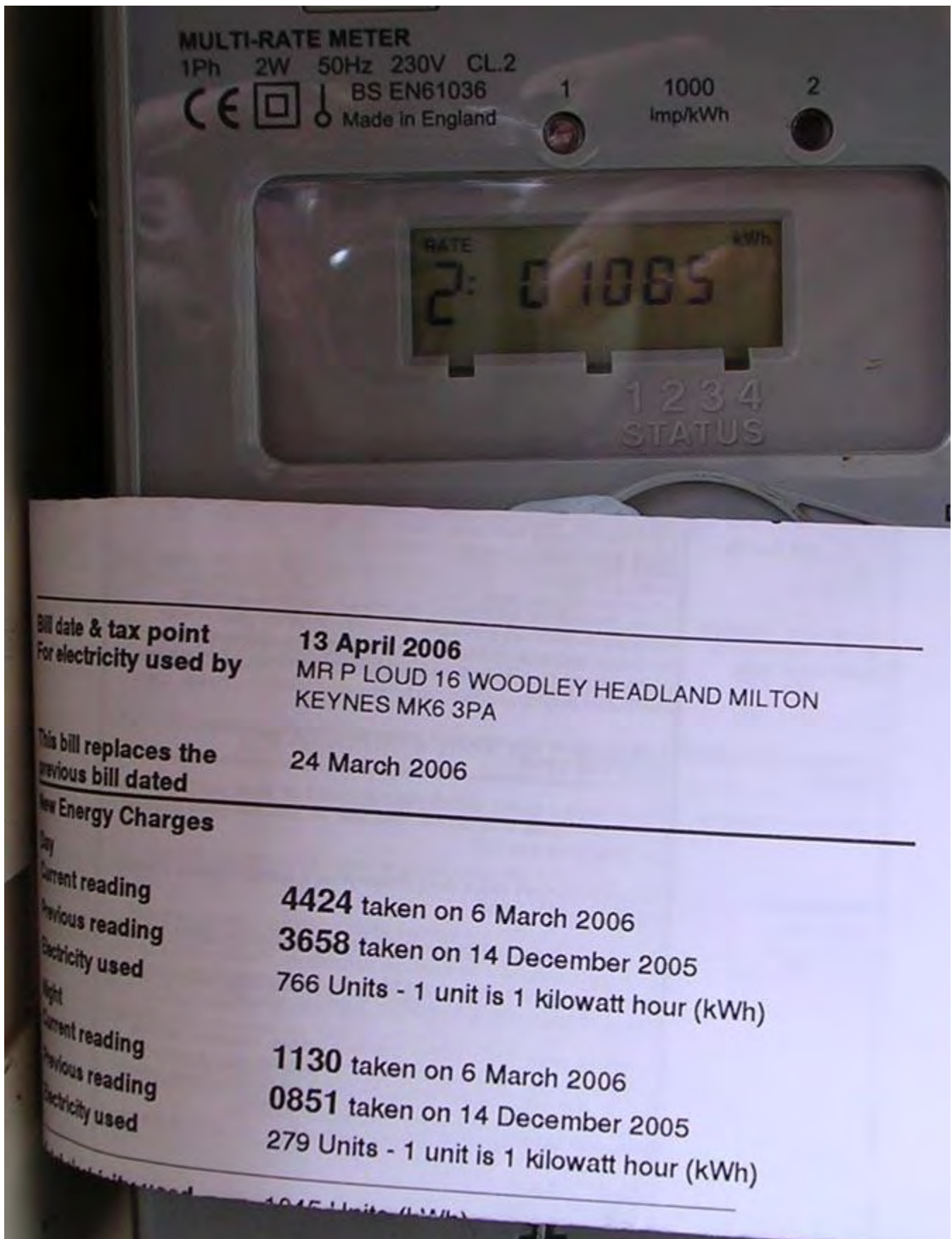
I am having a problem with British Gas. I recently switched my gas and electricity supplier from BG to London Energy. When I received my final bills for my gas and electricity they were based on falsified inflated meter readings. The bills also included cancellation charges because, they said, I had a capped prices account. At no point have I entered into a capped prices agreement, and I have evidence to show that I telephoned BG and said that I specifically did not want a capped prices account.

I complained to British Gas about these falsified inflated meter readings. I pointed out that I have never entered into a capped prices agreement. British Gas did not give adequate explanations of these anomalies in the bills and threatened me with court action and debt collectors if I didn't pay.

By now you will be itching to tell me to contact energywatch. I did contact energywatch. I presume that energywatch contacted British Gas, because in due course British Gas sent them a copy of the response to my complaint. energywatch in turn sent me a copy of that and said they were closing the case.

The response from British Gas was simply evasive, they complete failed to address the issue of the capped prices agreement and the falsification and gross inflation of the meter readings especially on my electricity account.

I have irrefutable evidence that these meter readings were falsified and inflated. Examined this photograph. It shows the electricity bill in which British Gas claim to have read my meter on 6th March 2006 and found the reading for the readings to 4424 and 1130. Are you in agreement with that?



In this photograph is the actual electricity meter showing the second reading to 1085. Do you agree with that? The bill is

dated 13 April, so this photograph must have been taken after 13th April 2006. It was actually taken on 24th April. So this photograph is irrefutable evidence that a reading of 1130 could not have been made on the 6th March 2006.

Both British Gas and energywatch have completely ignored this clear evidence of a case of attempting to obtain money by deception.

Further down the bill, there is the inclusion of an, "Account Adjustment" of £20.

Bill date & tax point	24 March 2006	
For electricity used by	MR P LOUD 16 WOODLEY HEADLAND MILTON KEYNES MK6 3PA	
New Energy Charges		
Day		
Current reading	4424 taken on 6 March 2006	
Previous reading	3658 taken on 14 December 2005	
Electricity used	766 Units - 1 unit is 1 kilowatt hour (kWh)	
Night		
Current reading	1130 taken on 6 March 2006	
Previous reading	0851 taken on 14 December 2005	
Electricity used	279 Units - 1 unit is 1 kilowatt hour (kWh)	
Total electricity used	1045 Units (kWh)	
for first	202 kWh at 12.693 pence per kWh	
for last	843 kWh at 5.878 pence per kWh	
	Cost of electricity used	£75.1
Discount for taking both gas and electricity	14 December 2005 to 6 March 2006 82 days at 3.9140 pence per day	cr £3.2
Account adjustment	23 March 2006	£20.0
	Sub total excluding VAT	£71.9
	VAT at 5.0%	£3.5
	Total charges	£75.5
Previous Account Activity		
Balance brought forward	24 January 2006	£56.0
Less your payments	1 MAR 06 to 1 MAR 06	cr £56.00
Please pay		£95.5

When I telephoned British Gas to enquire about this £20 charge I was told that it was a cancellation fee because I had a capped prices account with them. This was simply not true. At no point have I had or requested a capped prices agreement.

In fact it was quite the opposite. I have evidence to show that on 24th march 2005 at 09:48am I telephoned British Gas and specifically said that I had not made an agreement for capped prices and did not want a capped prices agreement. I have asked British Gas for a copy of the agreement they claim exists between us, so far they have not been able to provide me with a copy of any such agreement. Unless they can come up with such an agreement this too will be another example of attempting to obtain money by deception.

I have also asked for the energy prices from British Gas and from energywatch for gas and electricity so that I can check that the correct energy prices have been used in the calculation of the bills. Neither British Gas or energywatch have provided me with these prices.

What do I do now. I have irrefutable evidence of attempts by British Gas to obtain money by deception. British Gas evades any serious discussion on the issues and threatens me with courts cases and debt collectors. energywatch has simply accepted the evasive response of British Gas and closed the case.

This billing process seems to be normal billing procedure. If this is the case many, many customers of British Gas have been defrauded and I can't get British Gas or it's regulating agencies to do anything about it.

Regards,

Peter Loud

Pete Loud

From: "Consumer Affairs" <ConsumerAffairs@ofgem.gov.uk>
To: "Pete Loud" <pete@peteloud.co.uk>
Sent: 08 June 2006 11:14
Subject: RE: British Gas Billing

Dear Mr Loud,

Thank you for your email.

It may be useful if, at the outset, I clarify Ofgem's role in the GB energy market. Ofgem is the regulator for Britain's gas and electricity industries. Its role is to protect and advance the interests of consumers by promoting competition where possible, and through regulation only where necessary. Ofgem's powers are provided for under the Gas Act 1986, the Electricity Act 1989, as amended by the Utilities Act 2000. It also has enforcement powers under the Competition Act 1998. This remit does not extend to investigating individual consumer complaints. I should stress that Ofgem is an entirely separate organisation to energywatch. It does not govern the consumer advocate.

Following the Passage of the Utilities Act (2000) it has become the role of energywatch, as the consumer advocate, to investigate all consumer complaints and offer advice as necessary. Should energywatch discover that further regulatory action is required, it may refer cases to Ofgem. If you are unhappy with the level of service you have received from energywatch to date, you will need to escalate your concerns appropriately. energywatch have published a useful document on their website (www.energywatch.org.uk) entitled "Complaints about energywatch". This explains the process you should follow to take your enquiry forward. The below link will direct you to this publication.

http://www.energywatch.org.uk/uploads/Complaints_about_energywatch.pdf

I appreciate your frustration, but I must reiterate that your complaint should be taken forward by energywatch.

I trust this aids in your enquiry.

Yours sincerely,

Adam

Adam Knight
Consumer Affairs Manager (I&C)
Corporate Affairs

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 08 June 2006 10:20
To: Consumer Affairs
Subject: British Gas Billing

Hi,

I am having a problem with British Gas. I recently switched my gas and electricity supplier from BG to London Energy. When I received my final bills for my gas and electricity they were based on falsified inflated meter readings. The bills also included cancellation charges because, they said, I had a capped prices account. At no point have I entered into a capped prices agreement, and I have evidence to

show that I telephoned BG and said that I specifically did not want a capped prices account.

I complained to British Gas about these falsified inflated meter readings. I pointed out that I have never entered into a capped prices agreement. British Gas did not give adequate explanations of these anomalies in the bills and threatened me with court action and debt collectors if I didn't pay.

By now you will be itching to tell me to contact energywatch. I did contact energywatch. I presume that energywatch contacted British Gas, because in due course British Gas sent them a copy of the response to my complaint. energywatch in turn sent me a copy of that and said they were closing the case.

The response from British Gas was simply evasive, they complete failed to address the issue of the capped prices agreement and the falsification and gross inflation of the meter readings especially on my electricity account.

I have irrefutable evidence that these meter readings were falsified and inflated. Examined this photograph. It shows the electricity bill in which British Gas claim to have read my meter on 6th March 2006 and found the reading for the readings to 4424 and 1130. Are you in agreement with that?



Bill date & tax point **13 April 2006**
For electricity used by MR P LOUD 16 WOODLEY HEADLAND MILTON
KEYNES MK6 3PA

This bill replaces the
previous bill dated 24 March 2006

New Energy Charges

Day
Current reading 4424 taken on 6 March 2006
Previous reading 3658 taken on 14 December 2005
Electricity used 766 Units - 1 unit is 1 kilowatt hour (kWh)

Night
Current reading 1130 taken on 6 March 2006
Previous reading 0851 taken on 14 December 2005
Electricity used 279 Units - 1 unit is 1 kilowatt hour (kWh)

Day
Current reading 1045 taken on 6 March 2006
Previous reading 0851 taken on 14 December 2005
Electricity used 194 Units - 1 unit is 1 kilowatt hour (kWh)

In this photograph is the actual electricity meter showing the second reading to 1085. Do you agree with that? The bill is dated 13 April, so this photograph must have been taken after 13th April 2006. It was actually taken on 24th April. So this photograph is irrefutable evidence that a reading of 1130 could not have been made on the 6th March 2006.

Both British Gas and energywatch have completely ignored this clear evidence of a case of attempting to obtain money by deception.

Further down the bill, there is the inclusion of an, "Account Adjustment" of £20.

Bill date & tax point	24 March 2006	
For electricity used by	MR P LOUD 16 WOODLEY HEADLAND MILTON KEYNES MK6 3PA	
New Energy Charges		
Day		
Current reading	4424 taken on 6 March 2006	
Previous reading	3658 taken on 14 December 2005	
Electricity used	766 Units - 1 unit is 1 kilowatt hour (kWh)	
Night		
Current reading	1130 taken on 6 March 2006	
Previous reading	0851 taken on 14 December 2005	
Electricity used	279 Units - 1 unit is 1 kilowatt hour (kWh)	
Total electricity used	1045 Units (kWh)	
for first	202 kWh at 12.693 pence per kWh	
for last	843 kWh at 5.878 pence per kWh	
	Cost of electricity used	£75.1
Discount for taking both gas and electricity	14 December 2005 to 6 March 2006 82 days at 3.9140 pence per day	cr £3.2
Account adjustment	23 March 2006	£20.0
	Sub total excluding VAT	£71.9
	VAT at 5.0%	£3.5
	Total charges	£75.5
Previous Account Activity		
Balance brought forward	24 January 2006	£56.0
Less your payments	1 MAR 06 to 1 MAR 06	cr £56.00
Please pay		£95.5

When I telephoned British Gas to enquire about this £20 charge I was told that it was a cancellation fee because I had a capped prices account with them. This was simply not true. At no point have I had or

requested a capped prices agreement. In fact it was quite the opposite. I have evidence to show that on 24th march 2005 at 09:48am I telephoned British Gas and specifically said that I had not made an agreement for capped prices and did not want a capped prices agreement. I have asked British Gas for a copy of the agreement they claim exists between us, so far they have not been able to provide me with a copy of any such agreement. Unless they can come up with such an agreement this too will be another example of attempting to obtain money by deception.

I have also asked for the energy prices from British Gas and from energywatch for gas and electricity so that I can check that the correct energy prices have been used in the calculation of the bills. Neither British Gas or energywatch have provided me with these prices.

What do I do now. I have irrefutable evidence of attempts by British Gas to obtain money by deception. British Gas evades any serious discussion on the issues and threatens me with courts cases and debt collectors. energywatch has simply accepted the evasive response of British Gas and closed the case.

This billing process seems to be normal billing procedure. If this is the case many, many customers of British Gas have been defrauded and I can't get British Gas or it's regulating agencies to do anything about it.

Regards,

Peter Loud

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From: [Tony Westwood](#)
To: pete@peteloud.co.uk
Sent: Thursday, June 08, 2006 4:04 PM
Subject: RE: Ofgem referral - 1130052 - Loud

Mr Loud

Thank you for your follow up e-mail sent to Ofgem which has been forwarded to me to address. I was originally concerned by the bill that you have received as this clearly is incorrect and includes charges that they have said they will withdraw. British Gas have advised that they will produce a corrected bill showing £15 goodwill and the removal of the £20 capped product charge by the 13th June 2006.

Whilst this element is being altered the readings will stand unless you approach your new supplier EDF to query this. Only the new supplier can arrange for readings on an account to be amended for you. Although the majority of the time they are not amended as the difference is normally pounds or pence and as long as both suppliers use the same read then the consumer will pay for what they have used.

You may ask EDF if they will amend the readings but they may not do this on the above basis.

If you do not receive the amended account advised by British Gas by the 13th June then please contact me again and I will pursue BGT for this.

Yours sincerely

Tony Westwood

Team Leader

energywatch Birmingham

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 13 June 2006 11:17
To: Tony Westwood
Subject: Re: Ofgem referral - 1130052 - Loud

Hi Tony,

Thanks for your email. I am looking forward to a new bill from British Gas. It is now 13th June, the postman has been and I have not received a new bill.

I have written to British Gas asking for the capped and uncapped gas & electricity prices for the period for which they claim I had a capped prices agreement, i.e. 21st Feb. 2005 to 6th March 2006. I have also asked for a copy of the capped prices agreement to which they claim I am a party. I have not received any of this.

If they continue to ignore my requests for this information and this agreement what else can I do to get the info. and a copy agreement?

If British Gas do not provide me with accurate bills I intend not to pay the bill and will challenge every detail in the bill in court when they take legal action against me.

Regards,

Peter Loud

From: [Tony Westwood](#)

To: [Pete Loud](#)

Sent: Wednesday, June 14, 2006 7:58 AM

Subject: RE: Ofgem referral - 1130052 - Loud

I will make contact with BGT today 14.6.06 to find out if the new statement has been sent. The £15 goodwill will take into account any price differences that you have incurred (this is what they will most probably state!) and they have cancelled the £20 charge according to their letter.

As I have said before if the readings are not similar to those that you have the issue still needs to be addressed to EDF energy. British Gas cannot and will not amend these.

I will let you know the outcome of my contacting them.

Regards

Tony

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 14 June 2006 08:34
To: Tony Westwood
Subject: Re: Ofgem referral - 1130052 - Loud

Hi Tony,

Thanks for your efforts.

> [As I have said before if the readings are not similar to those that you have the issue still needs to be addressed to EDF energy.](#)

I had a contract for British Gas to supply me gas and electricity. British Gas supplied me with gas and electricity. British Gas billed me for that gas and electricity and I paid British Gas for that gas and electricity. As far as I am concerned, and I'm sure a court will agree with me, British Gas is responsible for quantifying the gas and electricity used and the cost of that. How British Gas get the meter readings and work out my bill is up to them, but it is their responsibility to ensure that it is accurate and honest.

> [British Gas cannot and will not amend these.](#)

I would be quite happy to be taken to court with British Gas basing their claim on those readings. Incidentally, I have other photographs, similar to that showing the night-time electricity meter reading alongside the inaccurate bill. The other photographs show the day-time electricity reading and another with the gas meter reading.

At the end of all of this British Gas is going to have to stand up in court and show I owe the billed amount. They will have to explain to the court how many units of gas and/or electricity I used and the correct price per unit. If I can show their figures are not correct they will lose their case.

As I have already produced irrefutable proof that British Gas has been attempting to obtain money by deception I would have thought that energywatch should be investigating whether this is standard practice of British Gas and if it is so, then energywatch should be starting a serious campaign in support of all British Gas who have been defrauded.

Regards,

Peter

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 16 June 2006 10:13
To: Tony Westwood
Subject: Re: Ofgem referral - 1130052 - Loud

Hi Tony,

My complaint against British Gas seems to be getting nowhere.

My complaint falls into two parts,

That British Gas has falsified and inflated my meter readings, lied about my having a capped prices agreement, and as a result of these deliberate, dishonest actions have attempted to defraud me.

That British Gas appear to have a deliberate policy of falsifying meter readings, and capped prices agreements, and thereby may have defrauded a great number of it's customers.

So far British Gas, seem to be prepared to make very minor concessions and give me a discounts, however they have made very clear attempts to evade the issues of attempting to obtain money by deception.

Secondary Complaints Against British Gas

As my attempt to have my personal account clarified new complaints have arisen.

British Gas have not been prepared to send me a copy of the capped prices agreement which they claim existed between us.

British Gas has not been prepared to send me details of capped and uncapped energy prices for the period in which they claim, this capped price agreement existed.

I believe their actions are an attempt to cover up the fraud which I believe they are perpetrating.

Initial Involvement of energywatch

I have sent energywatch irrefutable evidence of British Gas attempting to obtain money by deception. So far I am very disappointed with the response of energywatch.

On the first issue, the over-charging of me personally, energywatch contacted British Gas, but when energywatch was sent a very clearly evasive reply by British Gas, energywatch immediately closed the case. energywatch completely ignored the irrefutable evidence which I had sent and fully accepted the evasive reply of British. My subsequent request to energywatch for information on capped and uncapped energy prices was completely ignored.

Subsequent Action by energywatch

Since my contacting Ofgem you have become involved and have tried to make progress on my personal account. You mention cancellation of a £20 charge, a £15 goodwill gesture from British Gas and a new bill being sent by 13th June 2006. Although these actions would be a step in the right direction, they are simply putting an Elastoplast on a cancer. Not only that, it is 16th June and I have not received the bill due by that you said would be sent by 13th June 2006.

I am not after little gestures of a few quid here and there, I want justice. As regards my personal billing all I want are honest bills without and falsified readings and falsified charges and a reasonable compensation for the distress and inconvenience which British Gas has caused me. (In actual fact the inconvenience and stress has been considerable and reasonable compensation should be quite high, but that is not the main issue at all).

The Real Issue

The real issue here is that this falsification of meter readings and the falsification of charges associated with capped energy prices accounts, and the evasive actions of British Gas when they have been challenged on these attempts to obtain money by deception. Perhaps you can tell me what action you have taken to investigate this aspect of my complaint against British Gas. If you have had other complaints regarding falsified readings and falsification of capped prices accounts then I feel this should be the basis of a 'super-complaint', and the prosecution of British gas under criminal law.

Statutory Responsibilities of energywatch

This morning I have been looking at the energywatch website, in particular at energywatch's . In these responsibilities I read that energywatch has:

. . . . a statutory duty to protect and promote the interests of existing and future gas and electricity consumers in England, Scotland and Wales by:

. . . .

- investigating and seeking to resolve consumer complaints

. . . .

We have a specific duty to 'have regard' to the interests of individuals:

- who are disabled or chronically sick
- of pensionable age
- with low incomes and on benefits
- residing in rural area

As a pensioner, with a very low income and with cancer, I feel that energywatch is failing to fulfil its Statutory Responsibilities.

Regards,

Peter Loud

From: [Tony Westwood](#)

To: [Pete Loud](#)

Sent: Monday, June 19, 2006 11:59 AM

Subject: RE: Ofgem referral - 1130052 - Loud

In response to your concerns.

I have raised the further issue as a complaint to BGT on why they have still failed to produce a correct statement with the relevant deductions. I have also asked for the proof of their alleged contract for price protection.

As I have said before the readings cannot be amended unless your new supplier dispute them and for the difference of 7-8 units this will not be done.

I will contact you again once I have received a response.

Yours sincerely

Tony Westwood

Team Leader

Birmingham

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 20 June 2006 11:57
To: Tony Westwood
Subject: Re: Ofgem referral - 1130052 - Loud

Hi Tony,

[As I have said before the readings cannot be amended unless your new supplier dispute them and for the difference of 7-8 units this will not be done.](#)

Why can they not be amended if *I* dispute and have irrefutable evidence to show they were falsified and inflated. If you look at the photograph that has been sent to you, you will see that it not just 7-8 units. Why is everyone ignoring the irrefutable evidence which they have in front of them. Why are **you** ignoring it? You are supposed to acting on behalf of the consumer not on behalf of British Gas.

The initial meter readings of my new supplier could have only come from British Gas, therefore their readings are based upon the falsified British Gas readings. However that is not the issue. British Gas must send me and honest bill, which they haven't, that is nothing whatsoever to do with my current supplier.

Once I receive an honest bill, and pay up, I hope that you are not going to drop the matter. I hope you will investigating whether this was a criminal act.

As I said in my last email, the important issue is not simply my bill, but that there needs to be a proper investigation of whether British Gas has been systematically defrauding thousands of it's customers.

Can you tell me how many complaints energywatch have received in the past year, about inaccurate meter readings and about capped price agreements which didn't exist? Is energywatch making an investigation into this alleged fraud?

Cheers,

Peter Loud

From: [Tony Westwood](#)
To: [Pete Loud](#)
Sent: Tuesday, June 20, 2006 1:27 PM
Subject: RE: Ofgem referral - 1130052 - Loud

My apologies, I believed it was the gas reading as confirmed in the British Gas letter. In reference to the electricity reading the difference in the night rate is 45 units. I understand your concerns that the reading you have taken is different and the British Gas reading states 'taken on.' The wording has been used as these are readings that the new supplier EDF will have either provided or agreed with BGT.

The difference in readings amounts to about £3-£4 and you will pay this to BGT rather than EDF and this has been agreed between both parties. Unfortunately as I have stated if both suppliers have agreed the readings then there is little that can be done. You cannot accuse BGT of fraud or falsification if your new supplier, EDF in this case, has agreed to the readings. The readings will not be amended for the sake of £3-£4 that you would pay to one or the other supplier.

If you believe this is a case of fraud then you would need to seek advice from a solicitor or the OFT. As far as energywatch are concerned this is a case of agreed readings on transfer and is not dishonest or fraudulent. As this is normal industry practice there is little we can do on this issue.

As I have said I am investigating the case in relation to the Capped Price Agreement.

Yours sincerely

Tony Westwood

Team Leader

Birmingham

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 10 July 2006 11:57
To: Tony Westwood
Subject: Re: Ofgem referral - 1130052 - Loud

Hi Tony,

It appears that British Gas are refusing to send me a copy of the agreement for capped prices which they claim exists between BG and me.

They are also refusing to send the capped and uncapped energy prices for the period 21 March 2005 and the closure of my account with them. I believe such prices would show that I was overcharged on gas & electricity unit prices from 21 March 2005 onwards.

I have written a further letter to Will Napier repeating my request for this information. It is attached as a pdf file. If you have any problem reading this letter attachment please get back to me. If need be, I'll post you a paper copy.

I was telephoned by British Gas on 25th June, surprisingly on the Sunday afternoon when England was playing in The World Cup. I am not sure what game British Gas were playing at ringing then. However as I am not in the least interested in football so I was happy to spend almost an hour talking to their representative :-). During that phone call I repeatedly requested the information of energy prices for the period in question and for a copy of the agreement they claim that exists between us. They said it would be sent the next day. That was two weeks ago and I'm still waiting.

I feel that my present complaint to energywatch has run out of steam too. So far energywatch seems to have done little other than forward my letters to British Gas, and their letters to me. I would now like to invoke the energywatch complaint procedure and have my complaint moved up to the Office Manager, or better still reviewed by the Chief Executive.

Cheers,

Pete Loud

From: [Tony Westwood](#)

To: [Pete Loud](#)

Sent: July 10, 2006 12:02

Subject: Out of Office AutoReply: Ofgem referral - 1130052 - Loud

I am out of the office, if your query is urgent please contact 0845 9060708, thank you

Thank you.

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 10 July 2006 10:18
To: Executive Liaison
Subject: Complaint about energywatch

For three to four months I have been complaining to British Gas about falsified & inflated meter readings and extra charges due to their falsification of a 'capped prices' agreement. After making no progress with this complaint I referred it to energywatch in early May.

Initially my complaint was handled by one person who appeared to do nothing other than forward my complaints to British Gas then forward her replies from British Gas to me. Although I had irrefutable evidence of fraud by British Gas and British Gas came up a reply which was evasive and ignored the issues.

Having failed to make any progress with energywatch, in early June I sought advice from Ofgem, (Ofgem referral - 1130052 - Loud), who forwarded my query to energywatch where it was taken up once again, this time by a team leader. Since then there has been no progress. energywatch has defended the falsified and inflated meter readings, in spite of my having absolutely irrefutable photographic evidence to show they were falsified and inflated. Nothing seems to have been done about British Gas falsely claiming that I had applied for a 'capped prices' agreement and add extra charges because of this non-existing agreement. In the mean time I continue to be harassed by British Gas with threats of debt collectors and legal action.

I have no reason to think that I am anything other than normal British Gas customer, I therefore assume that British Gas handles other customers in the same way that I have been handled. A few days ago I read that energywatch had received 33,000 customer complaints this year alone. If this number, (or anywhere near this number), of customers complain to energywatch many, many more must have had problems but simply paid up and did nothing. If this is the case then hundreds of thousands of other customers might have been defrauded in the way that British Gas has attempted to defraud me.

So far, all of the actions of energywatch seem to be aimed at protecting British Gas from legally valid complaints from defrauded customers. Should energywatch not be making more effort to investigate customers complaints? If there are thousands of customers having meter readings falsified and inflated and 'capped price' agreements falsified is it not time for energywatch to start criminal proceedings against British Gas?

Regards,

Peter Loud

Executive Liaison <Executive.Liaison@energywatch.org.uk>

13 July 2006 14:19

Pete Loud <pete@peteloud.co.uk>

RE: Complaint about energywatch

Dear Mr Loud,

Thank you for your email. Please accept my apologies for the delay in my response.

I was concerned to learn of the difficulties you have had with British Gas. I note from our records that your case (ref 1130052) is being handled by Tony Westwood, Team Leader in our Birmingham office. I have spoken to Mr Westwood today who advises me that he has since escalated your complaint to his Office Manager, Keith Windsor. You should hear from Mr Windsor in due course.

In regards to the wider issues you mention, energywatch would initially address an individual consumer's complaint. From our complaints data, energywatch is able to identify any complaint trends where suppliers are not addressing issues on behalf of their customers. Should this be the case, energywatch has a Company Performance unit who will raise the issues directly with the company at the highest level to ensure that the company rectifies the issues and that no further customers are affected.

I understand how frustrating this issue can be and I would like to reassure you that energywatch acts as the consumers advocate when complaints cannot be resolved directly with their energy supply company. Hopefully, with the intervention of Mr Windsor, your complaint will be resolved without the need for a further escalation.

I hope my email clarifies the situation.

Regards,

Abdul Wahab

Team Leader

Executive Liaison - energywatch

Tel: 08459 060708

From: Pete Loud [mailto:pete@peteloud.co.uk]
Sent: 17 Aug 2006 12:37
To: Executive Liaison
Subject: Re: Complaint about energywatch

Dear Mr Wahab,

I thank you for your email of July 13th 2006. I felt I had no reason to reply as, from what you said, I was expecting to be contacted by Mr Windsor.

I have been slow to make this response to you because I have been busy preparing the information relating to my complaint about British Gas in anticipation of my complaint progressing to higher levels. Indeed I think it quite likely that I will be making a serious formal complaint about the ineffectiveness of energywatch too.

In the meantime I suggest that you have a preview of my website, www.peteloud.co.uk/britishgasfraud/. This will give an alternative view of my complaint. The website is preliminary and embarrassingly plain but by the time I've finished and added the details of other aspects of my complaints it should have more impact.

Cheers,

Peter Loud

energywatch

your gas and electricity watchdog

www.energywatch.org.uk

Mr P Loud
16 Woodley Headland
Peartree Bridge
Milton Keynes
Buckinghamshire
MK6 3PA

9th Floor
Civic House
156 Great Charles Street
Birmingham
B3 3HN

24 August 2006

Ref: 1130052

Dear Mr Loud

I write in reference to your complaint against British Gas.

First may I apologise for the delay in contacting you following your Email communications with Mr Wahab in our Executive Liaison team.

My understanding is that there are two issues –

- 1) the original complaint against British Gas
- 2) the handling of the above complaint by energywatch

Before writing this letter I read and noted your comments regarding this matter on your web site. I also noted the response from British Gas in its letter of 14 July to you. The company letter included explanation and proposed action to try to resolve your complaint. I would appreciate your comments on that response.

Regarding the handling of the complaint by energywatch. In your Email dated 10 July you referred to energywatch apparently defending falsified and inflated meter readings and appearing to protect British Gas. In order to address this aspect I would again be grateful for your comments on why you believe this to have been the case. I have included my Email address below should you wish to forward your reply electronically.

I look forward to hearing from you.

Yours sincerely



Keith Windsor
Office Manager
08459 060708
keith.windsor@energywatch.org.uk

Telephone: 0845 906 0708 (local rate) RNID Typetalk: 18001 0845 906 0708
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Fax: 0121 212 1492

INDEPENDENT FREE HELP & ADVICE

energywatch is the trading name of the Gas and Electricity Consumer Council



Peter Loud

Information Systems Consultant



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email: pete@peteloud.co.uk

Keith Windsor,

Energywatch

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156 Great Charles Street

Birmingham B3 3HN

29th August 2006

Dear Mt Windsor,

Electricity	Customer Reference Number	620 494 0461
Gas	Customer Reference Number	100 486 188 3417
Energywatch ref: 1130052		

Thank you for your letter dated 24th August 2006.

I am re-assured that you realise that there are two issues which concern me.

- 1) The original complaint against British Gas.
- 2) The handling of the above complaint by energywatch.

Perhaps it is helpful if I further stratify the two levels within my complaint about British Gas billing.

1. British Gas falsifying meter readings and fixed price agreement.
2. The actual amount that I owe British Gas.

British Gas falsifying meter readings and fixed price agreement

I believe that I have irrefutable evidence that British Gas have falsified and inflated my gas & electricity meter readings. I also believe that I have irrefutable evidence that British Gas falsely claimed that there existed a fixed energy prices agreement between us. Based upon these British Gas attempted to obtain money from me by deception. As I have no reason to think that British Gas treated me differently from other customers, it is reasonable to assume that many other customers were treated this way. Therefore it seems that there is a prima facie case for an investigation into whether British Gas has systematically attempted to defraud thousands or even millions of other customers. This issue is of national significance, yet energywatch has not responded in anyway to my addressing this issue.

The actual amount that I owe British Gas

That my bill for gas & electricity included over-charges of £50-£100 is a minor issue. At no point have thought of trying to avoid paying my bill, all I seek is justice. British Gas, through various financial devices is reducing the amount such that at the end of the day I shall not pay this over-charge. As they are unwilling to admit that they falsified and inflated the meter readings and added charges based upon the falsely claimed fixed prices agreement, sorting out

the final bill is untidy.

In your letter you refer to the letter of 14th of July sent to me by British Gas. This is a clear example of the point that I have just been making. You are not interested in British Gas having attempted to defraud me, and possibly millions of others customers, you are only interested in resolving the minor adjustments to my bill. While I appreciate your attention to the adjustments to my bill you are ignoring the real issue, the falsification of meter readings and agreement which may be criminal fraud on a grand scale.

In this British Gas letter of 14th July, it explains that what they took as an agreement between them and myself was no more than a couple of notes which they had their computer generate which falsely claim that I had pre-registered for a fixed prices. However they are not prepared to admit that at no point did any agreement between them and me exist.

This letter also refers to the meter readings. My attitude is very simple, British Gas was my energy supplier and it is their job to supply me with an accurate bill. If the bill has falsified and inflated meter readings it is fraud. It is not my job to chase up other companies to get figures for British Gas so that they can send me a corrected bill, that is their job.

However this sharing of meter reading between energy suppliers opens up a can of worms. In this letter British Gas say,
“When a consumer switches from one supplier to another the meter readings used to close the previous supplier's accounts are provided by the incoming supplier. We have accepted the meter readings of 4439 for your gas account and for the electricity we have accepted 4424 at the day rate and 1130 at the night rate. Once these readings are accepted, they can only be amended by the current supplier.”

First of all let's be clear, the procedures above are what British Gas chose to use in order to save themselves the expense of men reading customers meters. If their penny-pinching procedures cause problems for British Gas then it is up to British Gas to remedy them, not their customers. As regards their implying that they can not amend the meter readings on bills is poppycock.

It is clear that neither British Gas nor eDF Energy read either my gas or electricity meters. I have photographic evidence which shows that the readings used by British Gas on my bills were not possible. So this raises the question, *“from where did eDF get the meter readings?”*. I did not send any 'change-over' readings to eDF. The only possible source of the readings that eDF had was from British Gas, either directly or indirectly. I have reason to think that British Gas would be acting illegally in giving data from the records that they held on my account to eDF. It also makes a mockery of British Gas saying,

“If you feel that the meter readings referenced above are inaccurate, please contact your current supplier and they will investigate the meter readings on your account.”

So what appears to have happened is that British Gas falsified my meter readings, sent them to eDF and billed me, and then asked me to get the same meter readings back from eDF to give back to British Gas. What a silly game they appear to be playing.

Regards,



Peter Loud

Pete Loud

From: "Keith Windsor" <Keith.Windsor@energywatch.org.uk>
To: "Pete Loud" <pete@peteloud.co.uk>
Sent: 08 September 2006 11:59
Subject: RE: energywatch Ref: 1130052

Dear Peter

Thank you for your letter of 29 August, which you sent by Email. I did try to call but there was no reply, so I am writing to you.

I appreciate your comments regarding the issues surrounding the transfer and the alleged agreement to the fixed price agreement. It appears to me that the company inappropriately added notes to your account that inferred agreement when there was none. Unfortunately other company staff interpreted these notes as factual and I believe the company's initial response to you regarding this issue was at best clumsy and gave misleading information. My understanding is that the company has withdrawn all potential charges against cancellation of this scheme.

Regarding the meter reading used for transfer. There is no regulatory requirement on a new supplier to confirm an actual meter reading. However, new suppliers should endeavour to obtain a firm meter reading around the time of transfer. Where one is not obtained the new supplier may use a meter reading from the previous supplier to confirm a deemed meter reading. Deemed meter readings are used fairly extensively within the energy market when supplies are being transferred. However, should the new supplier then obtain an accurate meter from the customer taken around the time of transfer this can be used to amend the opening of the account and also by the old supplier to close its account. What is vitally important is that both suppliers use the same reading to prevent a customer paying double for the same usage.

As you are probably aware energywatch receives numerous contacts from customers regarding billing issues that include charges made in connection with transfers in supply and energywatch continually monitors the types of complaint being received against all the licenced suppliers. However, I have no evidence to indicate that British Gas is systematically attempting to manipulate closing accounts when customers are transferring supply.

Best wishes

Keith

8 Sept 06

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Peter Loud

Information Systems Consultant



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Keith Windsor,

Energywatch

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156 Great Charles Street

Birmingham B3 3HN

25th September 2006

Dear Mt Windsor,

Electricity	Customer Reference Number	620 494 0461
Gas	Customer Reference Number	100 486 188 3417
Energywatch ref: 1130052		

Thank you for your email dated 8th September 2006.

I think it better that you do not respond to my correspondence by telephone. Although I record most of my phone calls I believe that a letter or email allows us to keep better records of energywatch's response my complaint.

False claim that I had registered for fixed energy prices.

"It appears to me that the company inappropriately added notes to your account that inferred agreement when there was none."

You mean falsified? Three days after British Gas sent this note to itself saying that I had pre-registered for fixed prices, when they knew that I hadn't, I phoned them and told them I had not registered and didn't want a fixed price agreement. What British Gas did was a determined attempt to falsely claim there existed between us an agreement which they expected would bring in increased income for them.

I believe the company's initial response to you regarding this issue was at best clumsy and gave misleading information.

"At best clumsy" That is an understatement. British Gas lied, were evasive and harassed me. When I tried to investigate this and asked for copies of the agreement they would not send me the evidence even though they said "we have all necessary paperwork relating to the contract which you agreed with us around 21 February 2005". At the same time as I was trying to investigate this I was being harassed by British Gas, who sent my 11 letters threatening me with court action and debt collectors.

British Gas procedures would have been appalling even if I had owed them money. Right from day one British Gas knew that there was no agreement between us yet they still lied, were evasive and harassed me. It was deliberate attempt to cover up their attempted fraud.

That you trivialize and dismiss what is probably criminal behaviour as simply "clumsy &

misleading” and that you have been very supportive of British Gas diminishes your credibility.

Falsified and Inflated meter Readings

“There is no regulatory requirement on a new supplier to confirm an actual meter reading. However, new suppliers should endeavour to obtain a firm meter reading around the time of transfer. Where one is not obtained the new supplier . . . “

I do not know why you are going on about the regulations relating to and the actions of the new supplier. My complaint is against British Gas. Energywatch has been sent a copy of the bill that was sent to my by British Gas, do you accept that the bill contains at least one falsified and inflated meter reading? Do you accept that this was an attempt to obtain money by deception, which in the normal meaning of the word is attempted “fraud”? If you have difficulty accepting that, pop along the corridor and speak to your energywatch lawyer.

Once again, that you have not commented upon the obvious attempt to obtain money by deception and that you attempt to deflect the serious problem by referring to the irrelevant statutory requirements of new suppliers diminishes your credibility.

Yesterday I received an email from someone who has just closed their account with British Gas, part of what they said was,

“We have changed suppliers from BG to Scottish Power. Final electricity bill has arrived (still awaiting gas) with a ridiculous reading. Actual reading on 21 August was 45216. Their final reading dated 4 August is 46938.”

This appears to be the same falsification and inflation of meter readings that I have experience. My suspicion that British Gas systematically falsifies and inflates meter readings and that a great many people might have been defrauded by British Gas seems to be a reasonable suspicion.

In summing up you say.

“However, I have no evidence to indicate that British Gas is systematically attempting to manipulate closing accounts when customers are transferring supply.”

Are you prepared to tell me how many complaints energywatch received in 2005 concerning disputed meter reading with British Gas? Perhaps a better question to ask would be how many complaints did British Gas receive about disputed meter readings in 2005.

On the energy watch website it states,

“Our strategic goal is to protect and promote the interests of present and future energy consumers.”

When I consider the way my complaint has been handled by energywatch and when I read of the enormous number of complaints made to energywatch about British Gas I can only conclude that energywatch is failing in its mission. I will in the near future take my complaint to a higher level.

Regards,



Peter Loud