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1/000402

Date:
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Reference:
BG/PAYG/FFSTOP/NC

An update on how you pay for your energy

Hello William

We've been trying to set up your gas meter as a prepayment meter. We're unable to do this at the moment.

We wanted to reassure you that this won't affect your energy supply in the short term. For now, it's important that we tell you a bit more about what this means.

What happens now