

[Your name]
[Your address]
[Your postcode]
[Your phone number]

Mr Sam Laidlaw
Chief Executive, Centrica plc (British Gas)
Millstream
Maidenhead Road
Windsor
Berkshire
SL4 5GD

[Date]

Dear Sir,

I am writing to express my concern about the cost of my energy bills. I note that there has been a cut, but am concerned that this was only by ten per cent, which seems rather unfair.

I understand that the cost of crude oil, wholesale gas and wholesale electricity has halved since the summer of 2008. I cannot understand why when your company has made such savings, you have failed to fully pass them onto customers such as myself.

Therefore, in light of the reduced cost to you, I would be grateful if you could confirm exactly when you will be passing a more substantial reduction on to customers – and what it will be.

I have considered your comments on this on the BBC "Watchdog" website, but still believe my bills remain higher than they ought to be.

As I have a choice of energy supplier, I shall obviously be monitoring the position of your competitors on this very closely indeed.

Yours faithfully,

[Your name]