

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

Mr Andrew Duff
CEO, RWE npower
Oak House
Bridgwater Road
Warndon
Worcester
WR4 9FP

[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 I'm concerned that this only applies to electricity, and not gas, and cannot see why this is the case. Nor can I see why the reduction in the cost of my electricity is so small.

I understand that the cost of crude oil, wholesale gas and wholesale electricity has halved since the summer of 2008. I cannot understand why you have failed to fully pass this 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.

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

Yours faithfully,

[Your name]