



# HOUSE OF COMMONS

Mr Sarwjit Sambhi  
Chief Executive  
British Gas  
Millstream  
Maidenhead Road  
Windsor, Berkshire SL4 5GD

13 January 2020

*Dear Sarwjit,*

We are concerned about the decision made by British Gas regarding how customers with prepayment meters can pay to top up their meters as of January 1<sup>st</sup>, particularly about the reduction in the number of places where they can top up their prepayment meters over the counter. With the lack of Smart2 meters, paying via an app or online seems a limited option too. Ending the Paypoint contract and only having the option of Payzone (as well as a post office) brings significant difficulty for many of our constituents, particularly in rural constituencies.

We appreciate that having the contract with Payzone – owned by the Post Office – may reduce costs for British Gas, but this should not come at the expense of customers from the most vulnerable sections of our community.

We ask that you reconsider this change and reinstate the contract with Paypoint which will provide greater and more accessible choice for your customers.

Rt Hon Dr Thérèse Coffey MP for Suffolk Coastal  
Lee Anderson MP for Ashfield  
Sarah Atherton MP for Wrexham  
Siobhan Baillie MP for Stroud  
Duncan Baker MP for North Norfolk  
Bob Blackman MP for Harrow East  
Andrew Bowie MP for West Aberdeenshire  
and Kincardine  
Jack Brereton MP Stroke-on-Trent South  
Paul Bristow MP for Peterborough  
Anthony Browne MP for South Cambridgeshire

Andy Carter MP for Warrington South  
James Cartlidge MP for South Suffolk  
Miriam Cates MP for Penistone and Stocksbridge  
Brendan Clarke-Smith MP for Bassetlaw  
Alberto Costa MP for South Leicestershire  
Elliot Colburn MP for Carshalton and Wallington  
Robert Courts MP for Witney  
Claire Coutinho MP for East Surrey  
Dr James Davies MP for Vale of Clwyd  
Mims Davies MP for Mid Sussex  
Dehenna Davison MP for Bishop Auckland





Caroline Dinenage MP for Gosport  
Sarah Dines MP for Derbyshire Dales  
Steve Double MP for St. Austell and Newquay  
Flick Drummond MP for Meon Valley  
Rt Hon Sir Iain Duncan Smith MP for Chingford  
and Woodford Green  
Ruth Edwards MP for Rushcliffe  
Dr Luke Evans MP for Bosworth  
Nigel Evans MP for Ribble Valley  
Laura Farris MP for Newbury  
Simon Fell MP for Barrow and Furness  
Katherine Fletcher MP for South Ribble  
Vicky Ford MP for Chelmsford  
Peter Gibson MP for Darlington  
Dame Cheryl Gillan MP for Chesham  
and Amersham  
Richard Graham MP for Gloucester  
Chris Green MP for Bolton West  
Damian Green MP for Ashford  
Kate Griffiths MP for Burton  
Jonathan Gullis MP for Stoke-on-Trent North  
Robert Halfon MP for Harlow  
Sally-Ann Hart MP for Hastings and Rye  
Darren Henry MP for Broxtowe  
Antony Higginbotham MP for Burnley  
Richard Holden MP for North West Durham  
Kevin Hollinrake MP for Thirsk and Malton  
Paul Holmes MP for Eastleigh  
John Howell MP for Henley  
Paul Howell MP for Sedgefield  
Nigel Huddleston MP for Mid Worcestershire  
Neil Hudson MP for Penrith and The Border  
Eddie Hughes MP for Walsall North  
Jane Hunt MP for Loughborough  
Andrea Jenkyns MP for Morley and Outwood  
Dr Caroline Johnson MP for Sleaford and  
North Hykeham  
Simon Jupp MP for East Devon

Alicia Kearns MP for Rutland and Melton  
John Lamont MP for Berwickshire, Rosburgh  
and Selkirk  
Rob Langan MP for High Peak  
Pauline Latham MP for Mid Derbyshire  
Tim Loughton MP for East Worthing and Shoreham  
Julie Marson MP for Hertford and Stortford  
Craig MacKinlay MP for South Thanet  
Mark Menzies MP for Fylde  
Stephen Metcalfe MP for South Basildon and  
East Thurrock  
Robin Millar MP for Aberconwy  
Gagan Mohindra MP for South West Hertfordshire  
Damien Moore MP for Southport  
Joy Morrissey MP for Beaconsfield  
Kieran Mullan MP for Crewe and Nantwich  
Sheryll Murray MP for South East Cornwall  
Caroline Nokes MP for Romsey and Southampton North  
Neil O'Brien MP for Harborough  
Dr Daniel Poulter MP for Central Suffolk and  
North Ipswich  
Tom Randall MP for Gedling  
Angela Richardson MP for Guildford  
Rob Roberts MP for Delyn  
Dean Russell MP for Watford  
Selaine Saxby MP for North Devon  
Andrew Selous MP for South West Bedfordshire  
Chloe Smith MP for Norwich North  
Greg Smith MP for Buckingham  
Royston Smith MP for Southampton, Itchen  
Jane Stevenson MP for Wolverhampton North East  
Edward Timpson MP for Eddisbury  
Anne Marie Trevelyan MP for Berwick-upon-Tweed  
Tom Tugendhat MP for Tonbridge and Malling  
Shailesh Vara MP for North West Cambridgeshire  
Jamie Wallis MP for Bridgend  
Suzanne Webb MP for Stourbridge  
Heather Wheeler MP South Derbyshire  
Craig Williams MP for Montgomeryshire  
Mike Wood MP for Dudley South  
Jacob Young MP for Redcar