

Ms J. Hathaway
Martin Russell Jones
5 Watford Way
Hendon Central
London NW4 3JN

Ms Noëlle K-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

15 April 2003

(Sent recorded delivery)

Dear Ms Hathaway,

Electricity standing charge

In my letter of 22 March 2003 I requested that, to resolve the issue of the standing charge for electricity "...you please send me copy of the invoice from London Electricity for:

- (1) the last two quarters of 1999 as in Q3 of 1999 the standing charge was £12.58 (and had been such in previous quarters) while in Q4 (from 13 Oct 1999 to 17 Jan 2000) it jumped to £19.96.
- (2) Quarters of year 2000 and 2001 as the standing charge remained constant at £19.96 up to 27 Mar 2001 (i.e. for 17 months) and was then increased in the next quarter i.e. from 28 March 2001 to £20.68

I note you have failed to do this when sending me an updated version of my account, dated 3 April 2003.

I therefore reiterate the request, as per the above.

I had also attached a spreadsheet detailing my analysis of the electricity charges since 19 January 2000. In this I highlight (as I have done on numerous occasions previously), that I have not yet received an invoice for the periods of 21 October 2000 and 12 July 2001 to 21 January 2002. This request has not been dealt with either.

In sending me the 3 March 2003 update, you attached an invoice for electricity for the period 23 January 2003 to 2 April 2003 – which is equivalent to **70 days**. It states that I used **278 units** over this period.

I would like to refer you back to my (attached) correspondence to you of 10 September 2000. At the time, you had sent me an invoice for electricity for the period 19 January to 18 April 2000 (i.e. similar time of year) which indicated that my consumption for the period had been **218 units**. As detailed in my letter, I challenged this number of units given that over the period I had only occupied the flat for **13 days** – or 18 days if I counted the days I arrived in the UK very late and the days when I departed very early.

Given that my pattern of usage of electricity has been consistent I find the following summary quite extraordinary:

Period	No. of units invoiced	Number of days of occupation of the flat
19 Jan 2000 – 18 Apr 2000	218	18 days
23 Jan 2003 – 2 April 2003	278	70 days

I view this as further vindication of my protest in my letter of 10 September 2000 and would therefore appreciate your revisiting your invoice for the period 19 January to 18 April 2000.

As my query regarding the standing charge is still outstanding, for the period 23 January 2003 to 2 April 2003, I enclose cheque for £18.24 which corresponds to the charge for consumption of electricity.

Yours sincerely,

Noëlle Rawé

Encs. My letter to you of 10 September 2000
Nat West cheque #1390 for £18.24

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