

the gas, electricity and water
supplies will all jump into the
band wagon and then it will be a
financial problem for me.

Yours sincerely

Yours faithfully (Mrs)
app. K.H. Sleaford.
(customer name)

Dear Mr Evans,
my argument with
B.T. over their charges to non direct
debit payers is not so much a
financial one but a moral one. I
feel as though I am being black-
mailed. It's a case of do as we
say (pay by D.D) and you will be
rewarded, or don't do as we say
and you will be punished. After
45 yrs as a loyal customer, always
paying my bills on time it's as if
they are saying I am no longer
capable, let my bank do it for me
instead, (as if I would trust my bank?)
I know their argument is that it costs
more to process but if they can afford
a rebate for the D.D payers surely they
can absorb my costs, particularly as
they reported the largest profits for
many years.

Another worry is that if B.T. are allowed
to continue with these charges then