

# WG HILL & SON

We warm the Hearth of your home

WG Hill & Son  
Old Station Yard  
Station Road  
Marsh Gibbon  
OX270AX

Office No: 01280 812666/01869 278385

Web; [www.wghillandson.co.uk](http://www.wghillandson.co.uk)

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July 2022

## **Ref: Sale of W G Hill & Son Coal Merchants to CPL Distribution**

Dear Valued Customer

Our Family have been supplying you with your Coal and Firewood for many years, but the time has now come for us to step away from the solid fuel trade to pursue other interests.

We are very keen to make sure that your Coal and Firewood needs are well looked after in the future, so have agreed with CPL Distribution that they will take over the running of the business from 1<sup>st</sup> August 2022. If you are concerned about the changeover to CPL, please don't be. CPL is an Approved Coal Merchant, based only a few miles away in Rothersthorpe, near Northampton who work to very high standards of product quality and customer care. We would wholeheartedly recommend them to you.

So what will happen now?

- You still call the same telephone number – 01280 812666 option 2 (please do not use any other number that you had for WG Hill & Son ) which will now be answered by CPL
- As part of the transfer of our Coal & Firewood business our customer database will be provided to CPL. The database provides your name, email address and telephone number. This is provided to ensure the continued provision of the supply of Coal & Firewood to you.
- If you hold a credit on your account with us then we will contact you regarding whether you would prefer for a refund to be issued in respect of the credit amount or instead for us to pay this credit balance on to CPL where a new account will be set up with them. CPL will then be in contact with you to advise you of your new account number and the balance transferred over along with any other information that you might require.
- If you are in arrears with us then this will need to be settled in the usual way directly to us either via card payment or online payment (our office will continue to contact you until your account is settled).(press option 3 01280 812666)

- CPL will process your personal data fairly and lawfully and in accordance with the principles and requirements of the data protection legislation. From now on all our Coal & Firewood orders and deliveries will be referred to CPL.

Finally, we would like to thank you wholeheartedly for your custom and support over the years and making every day an enjoyable one.

Yours Sincerely

Paul Hill, Patricia Hill and family

WG Hill & Son

[tricia@wghillandson.co.uk](mailto:tricia@wghillandson.co.uk)

[sales@wghillandson.co.uk](mailto:sales@wghillandson.co.uk)

01869 278385 WG Hill & son only

01280 812666 (option line. Press 1 for gas sales, 2 For Coal or Firewood Sales & 3 for anything else)