



## Paying your bill

### Through your account online

Sign up to access your account online, where you can view and pay your bills and submit meter readings from your computer or smartphone: [ecotricity.co.uk/online-account](https://ecotricity.co.uk/online-account).

### By Direct Debit

It's easy and environmentally friendly. To set up payment, please go to [ecotricity.co.uk/forms/direct-debit](https://ecotricity.co.uk/forms/direct-debit).

### By telephone or internet banking

Here are our bank details to set up payment:

Our sort code: **40-14-13**

Our account number: **62606380**

Our account name: **Ecotricity Ltd**

Your payment reference: please use your account number from the front of your bill.

### By standing order

Just give us a call on **0345 555 7 300** to set up your payment details.

### By credit or debit card

We can take a card payment over the phone – call our 24/7 automated payment line on **01453 488 101**. Or visit [ecotricity.co.uk/pay-my-bill](https://ecotricity.co.uk/pay-my-bill) with your credit or debit card details.

### By post

Make your cheques payable to 'Ecotricity' and write your account number (from your bill) on the back. You can send it to us free – simply address the envelope to 'Freepost Ecotricity'.

### In person

You can pay at any PayPoint outlet – you just need the barcode on the last page of your bill.

Find your local store online here: [paypoint.com](https://paypoint.com).

### If you think your bill is incorrect

There's no need to return your bill – just give us a call on **0345 555 7 300** with an up-to-date meter reading and we'll look into it for you.

### Any problems or concerns about paying your bill?

Please talk to us – call us on **0345 555 7 300** as soon as possible and we'll talk through your payment options with you.



## Reading your meter

### Help us to make your bills accurate

Please send us regular meter readings to help keep your bills accurate.

You can find tips for reading your meter at [ecotricity.co.uk/how-to-read-your-meter](https://ecotricity.co.uk/how-to-read-your-meter).

Don't forget to double check your reading to make sure it's correct, or you might end up receiving an inaccurate bill.

To provide your meter reading:

- Send it to us through your **Ecotricity online account** on your computer or use the **Ecotricity app** on your mobile. Visit [ecotricity.co.uk/meter-reading](https://ecotricity.co.uk/meter-reading) to get set up.
- Call us on **0345 555 7 200**
- Please make sure you send us both meter readings if we supply your gas and electricity.

### Estimated meter readings

Your energy consumption will be estimated if we don't have an up-to-date meter reading from you. Any difference between your actual energy consumption and the estimated amount will be corrected when we next receive a meter reading. This will be shown on your next bill.

## Contact us



### For general enquiries

The quickest and easiest way to get help is on our website, or your online account – just visit [ecotricity.co.uk/support](http://ecotricity.co.uk/support). If you can't find the answers you're looking for, you can call us on **0345 555 7 100** (Mon-Fri 9.00am - 7.00pm, Sat-Sun 9.00am - 5.00pm) or email [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk).

### Textphone service

If you'd like to contact us by Textphone - please call us on **18001 0800 999 6262** so that we can help with your query.

### Moving home?

Just visit [ecotricity.co.uk/moving-home](http://ecotricity.co.uk/moving-home) and fill in the simple form in just a few minutes – we'll do the rest for you. Alternatively, call us on **0345 555 7 500**.

You're responsible for paying for the energy at your property until your house sale completes, or your tenancy ends. We may ask you for a copy of your sale completion document or tenancy agreement to confirm this date.

### Complaints

If you feel you're not getting the answers you need, please contact our Customer Champion Team who will look to get to the bottom of the issue and resolve it promptly for you.

To contact them, simply email [complaints@ecotricity.co.uk](mailto:complaints@ecotricity.co.uk), visit [ecotricity.co.uk/complaints](http://ecotricity.co.uk/complaints) or call our friendly team on **0345 555 7 100**.

### Helpful information

For free impartial advice on your rights or making a complaint about your energy supplier, you can call the Citizens Advice consumer service at any stage during the complaints process on **0808 223 1133** or the Welsh speaking service on **0808 223 1144** or visit their website [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy).

If you're still not satisfied, contact the Ombudsman Services who provide free independent advice and investigate complaints. Their decision is binding for the supplier but not for the customer. Call **0330 440 1624** or visit [ombudsman-services.org](http://ombudsman-services.org).

### Vulnerabilities and Priority Services

If you need any extra support or additional services, just let us know. We offer a number of accessible bill format options, such as large font, audio and braille bills, as well as extra support if you're unable to read your meter or are struggling to pay.

We realise that some of our customers, such as the elderly, disabled or chronically ill, or those with children under the age of five living in the property need extra care and services. If you do, we recommend you join our Priority Services by calling **0345 555 7 100** or visiting [ecotricity.co.uk/priority-services](http://ecotricity.co.uk/priority-services). You can also use textphone to contact us using TYPETALK on **18001 0800 999 6262**.

We also offer a text-to-speech and speech-to-text relay service when you contact us – a great new service to help those with hearing and speech difficulties. Search Relay UK on your computer or smartphone.

## Helpful information



### Your bill explained

For a guide to understanding your bill, please go to [ecotricity.co.uk/your-bill-explained](http://ecotricity.co.uk/your-bill-explained).

### Terms and conditions

We supply energy to you under our terms and conditions of supply. For a copy of our latest terms and conditions, please go to [ecotricity.co.uk/terms](http://ecotricity.co.uk/terms).

### Energy efficiency

We can help you save money on your bills and make a positive contribution to the environment. For free energy efficiency advice call us on **0345 555 7 100** or go to [ecotricity.co.uk/energy-efficiency](http://ecotricity.co.uk/energy-efficiency).

### Codes of Practice

For a free copy of our Codes of Practice (including for complaints) please go to [ecotricity.co.uk/codes-of-practice](http://ecotricity.co.uk/codes-of-practice).

### Our Fuel Mix

For the latest information about our fuel mix, please go to [ecotricity.co.uk/our-fuel-mix](http://ecotricity.co.uk/our-fuel-mix).

### Gas safety

For information about the safe use of gas appliances and other gas fittings, gas safety checks and carbon monoxide poisoning, please go to [ecotricity.co.uk/gas-safety-info](http://ecotricity.co.uk/gas-safety-info).

### Standards of service

For details of the level of service you can expect from us in relation to metering and appointments, the service you can expect from your energy network operators and compensation you may be entitled to, please call us or go to [ecotricity.co.uk/standards-of-service](http://ecotricity.co.uk/standards-of-service). You'll also find your network operators' addresses there.

### Right to change

It's great to have you with us. We don't want you to leave but we're obliged to tell you that other suppliers are available. If you are on one of our Fixed tariffs you can do this at the end of the fixed period (we'll contact you in advance to let you know what your options are). If you are on one of our other tariffs, you can change tariff at any time. If we're not meeting your needs for any reason please call us on **0345 555 7 100**. For impartial advice about switching suppliers call the Citizens Advice consumer service on **0808 223 1133** or the Welsh speaking service on **0808 223 1144** or visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy).

### Energy Consumer Information

It's easy to get free independent advice so that you know your rights as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To know your rights, visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) for up-to-date information or contact the Citizens Advice consumer service on **0808 223 1133** or the Welsh speaking service on **0808 223 1144**.