



Paying your bill

Using your online account

View and pay your bills, and submit meter readings from your computer or smartphone. Sign up at ecotricity.co.uk/online-account.

By Direct Debit

It's the easiest and most environmentally friendly way to pay. Set up a Direct Debit and manage your payments in your online account at ecotricity.co.uk/support/pay-a-bill.

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.

In person

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

By standing order

Before you set up a standing order, please contact us to find out how much you need to pay to cover your energy consumption. It's then your responsibility to set up the standing order with your bank and to update it when your payment amount needs to change. If you move home or decide to leave us, you'll need to cancel your standing order payments with your bank.

By credit or debit card

We can take a card payment over the phone – just call our 24/7 automated payment line on **01453 488 101**. Alternatively, visit 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'.

If you think your bill is incorrect

There's no need to return your bill – you can send us a meter reading and revise your bill in your online account. If you still have a query, just give us a call on **0345 555 7 300**.

Are you struggling to pay?

If you're worried about paying your energy bills or struggling to make ends meet, we're here to help. We can discuss a variety of different options to pay and offer additional support – the most important thing is that you contact us as soon as you can. The earlier we hear from you, the sooner we can help.

Please call and speak to one of our friendly team on **01453 761350**, or you can email us at credit.support@ecotricity.co.uk. You can find more information on our website at ecotricity.co.uk/support/extra-support under the 'Struggling to Pay' section.

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.

Don't forget to double-check your reading to make sure it's right 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 to get set up.
- Call our 24-hour meter reading phonenumber on **0345 555 7100** and select option 2.

- 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 or from your smart meter. 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. If we don't receive a meter reading for a while, we may send a meter reading agent to your property to ensure we're billing you correctly for your usage.

Contact us



For general enquiries

The quickest and easiest way to get help is on our website or in your online account – just visit ecotricity.co.uk/support or go to 'Get Help' in your online account. If you can't find the answers you're looking for, you can call us on **0345 555 7100** (Mon-Fri 9.00am - 7.00pm, Sat-Sun 9.00am - 5.00pm) or email 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 log into your online account and go the Moving Home section to tell us about moving in or out of your property. Alternatively, visit our website at ecotricity.co.uk/moving-home, email us at home@ecotricity.co.uk or call us on **0345 555 7100**.

If you're moving out of a property we supply, you need let us have your final meter reading(s) which should be taken on the date that you stop being responsible for the property, or up to four days either side of that date.

Contact us (continued)



If we don't receive a meter reading, we'll estimate your final reading based on your usage history.

Tariff options

You can view our available tariffs in your online account and pick what's best for you. Alternatively, if you'd like to discuss your tariff options, just give us a call on **0345 555 7100**. We'll let you know if you'd be better off on a different tariff.

Complaints

If you feel you're not getting the answers you need, please contact our Complaints Team who will investigate the issue and resolve it promptly for you.

To contact them, you can email complaints@ecotricity.co.uk, visit ecotricity.co.uk/complaints to review our complaints process or call our friendly team on **0345 555 7100**.

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**, contact the Welsh speaking service on **0808 223 1144** or visit their website at citizensadvice.org.uk/energy. If

you live in Scotland call **0808 196 8660** or visit <https://energyadvice.scot>.

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.

Vulnerabilities and Priority Services

We offer priority support to customers who need a little extra help. You, or someone acting on your behalf, can register with us and tell us about any special requirements you may have. For example, if you're of pensionable age, have a chronic illness, a disability or you're pregnant and/or have young children under five years old. If you do, we recommend you join our Priority Services by calling **0345 555 7100** or visit ecotricity.co.uk/support/extra-support. 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. To find out more, 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/support/pay-a-bill and see the 'How to read your bill' section.

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 visit ecotricity.co.uk/the-legal-stuff/terms-and-conditions.

Principal Terms

Please visit our website: ecotricity.co.uk/the-legal-stuff.

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 7100** or go to ecotricity.co.uk/your-green-energy/energy-saving-advice.

Codes of Practice

For a free copy of our Codes of Practice (including for Complaints) please visit ecotricity.co.uk/the-legal-stuff/codes-of-practice.

Our Fuel Mix

For the latest information about our fuel mix, please go to ecotricity.co.uk/our-green-energy/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/support/power-cuts-and-gas-leaks.

Meter faults

If you think your meter might be faulty, please contact us on **0345 555 7100** or visit ecotricity.co.uk/support/meter-readings.

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 visit ecotricity.co.uk/the-legal-stuff/standards-of-service.

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're 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 leave before the end of your fixed period, you may be charged an exit fee. If you're 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 7100**. For impartial advice about switching suppliers, call the Citizens Advice consumer service on **0808 223 1133**, contact the Welsh speaking service on **0808 223 1144** or visit citizensadvice.org.uk/energy. If you live in Scotland, call **0808 196 8660** or visit <https://energyadvice.scot>.

Your rights as an energy consumer

It's easy to get free independent advice so that you know your rights as an energy consumer. You may 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 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**. If you live in Scotland, call **0808 196 8660** or visit <https://energyadvice.scot>.

Could you pay less?

You may benefit from being on a different tariff. You can view your options in your online account or just call us on **0345 555 7100** to discuss your options.

