

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including the official use box using a ballpoint pen and return to:
Ecotricity LTD, Lion House, Rowcroft, Stroud, Gloucestershire, GL5 3BY.

Name(s) of Bank Account Holder(s)

Bank / Building Society account number

Branch sort code

Name and full postal address of your Bank or Building Society

To _____

Address _____

Postcode _____

Service user number

8 0 6 1 7 1

Reference Number

ENERGY ACCOUNT

Official use box

FOR CUSTOMER COMPLETION

For Ecotricity use only - This is not part of the instruction to your Bank or Building Society.

Approximately how much is your energy bill?

£ Per month / per year*

*Please delete as appropriate

Please choose from the following options:

1. Would you like us to automatically take full payment of the bill?

This payment will be taken 10 working days after the bill date.

or

2. Would you prefer to make fixed monthly payments?

Please indicate your preferred payment day (excluding the 29th, 30th and 31st).

The payment will leave your account on or within three working days after this date.

Instruction to your Bank or Building Society

Please pay Ecotricity Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Ecotricity and if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account

This guarantee should be detached and retained by the payer

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Ecotricity will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Ecotricity to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Ecotricity or your Bank or Building Society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when Ecotricity asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.

Need some help or prefer to set up your Direct Debit over the phone?

Please call 0345 555 7 200 for domestic enquiries or 0345 230 6102 for business enquiries.

Please fill in this additional form if you are **not named on the Ecotricity account**.

Your details (please complete in block capitals)

Your first name: Your surname:

Your address:

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Account details (please complete in block capitals)

Ecotricity account number:

Name of Ecotricity account holder(s):

Ecotricity supply address:

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