

Paying Your Bills Customer Service Codes of Practice

ecotricity

Making an enquiry

If you need any help understanding your bill or are unhappy with any aspect of our service, please tell us about it and give us the chance to put things right.

You may request a copy of this code in large print and on audio cassette.

How to contact us

By phone

Call us on **0345 555 7 100** (Monday to Friday 9am to 7pm, Saturday and Sunday 9am to 5pm).

By email

Email us at home@ecotricity.co.uk or, if you have a complaint, please email our Complaints Team at complaints@ecotricity.co.uk.

In writing

Please address all correspondence to: Customer Services, Ecotricity, Lion House, Rowcroft, Stroud, GL5 3BY

In person

If you're local we can arrange for you to visit our Stroud offices to discuss your concerns face to face, just let us know.

What you can expect from us, we will:

- ask our meter reader to take regular meter readings to help maintain the accuracy of our bills
- provide accurate and timely bills
- provide a prompt response to any enquiry you make
- regularly assess payment plan accounts and adjust payments where necessary, with appropriate notice and taking into account your ability to pay
- be sympathetic if you're finding it difficult to pay
- provide you with support and guidance to manage any debt
- allow you to repay any debt in manageable instalments through a payment plan, Fuel Direct or a Pay As You Go (prepayment) meter
- install a Pay As You Go meter where it's safe and practical to do so
- promote the efficient use of energy and offer free, impartial advice to help you reduce your energy bills
- treat you with fairness and courtesy at all times
- treat all personal and financial details you provide in confidence.

What you can do to help us maintain your account accurately, please:

- allow our meter readers access to your home, when required
- provide your own meter readings if you miss the meter reader or receive an estimated bill – you can do this online at www.ecotricity.co.uk, by phone to **0345 555 7 100** or by post
- call us immediately on **0345 555 7 100** if you don't agree with a bill
- let us know as soon as possible if you think your meter is faulty
- call us immediately on **01453 761350** if you're having difficulty paying your bill, so we can offer help and advice
- call us **0345 555 7 500** if you're planning to move home
- call us on **0345 555 7 100** as soon as possible if you move into a new home that we supply so we can set up an account for you
- tell us of any changes to your contact details.

If you're having difficulties paying your bill

Please contact us as soon as possible. We can discuss a variety of different options to pay and offer additional support, such as:

- we can set up an interest free payment plan. We'll just need to ask some questions to understand your situation and work out what is affordable for you.
- switch your meter to Pay As You Go to help you budget and manage your energy usage. Pay As You Go may not be right for you if you rely on energy for things like medical equipment or refrigerated medication.
- you may be eligible to pay your bills directly from your benefits under the Fuel Direct scheme. To find out more, please visit the Government website: www.gov.uk/bills-benefits

Please call us, on 01453 761 350 or freephone 0800 917 9525 or send us an email at credit.support@ecotricity.co.uk

Or write to us at Collections Team, Ecotricity, Lion House, Rowcroft, Stroud, GL5 3BY or Collections Team, Freepost ECOTRICITY.

Here's details of other organisations that can offer help, advice, and support with your finances:

- **MoneyHelper** (England only): Call 0800 138 7777 or visit www.moneyhelper.org.uk
- **StepChange Debt Charity**: Call 0800 138 1111 or visit www.stepchange.org
- **Advice Direct** (Scotland): Call 0808 196 8660 or visit www.energyadvice.scot
- **Citizens Advice** (England & Wales): Call 0808 223 1133 or visit www.citizensadvice.org.uk

How you can pay your bill

Direct Debit

There are two different types of Direct Debit to choose from – Fixed and Variable.

Fixed Direct Debit

With a Fixed Direct Debit, we'll work out how much your annual consumption should cost and split that into 12 equal payments. This helps you spread the cost of your energy across the year. Paying by Fixed Direct Debit may make it easier to manage bills through the winter months which tend to be a bit more expensive as you use more energy.

Variable Direct Debit

With our Variable Direct Debit, you'll receive a monthly bill and we'll automatically collect the outstanding balance from your bank account 10 working days later. It means that your account is always up to date with payments, and you don't have to remember to pay a bill every month. If you've got a smart meter which sends us readings automatically, your account nearly runs itself!

You can set up a Direct Debit in the online account here <https://my.ecotricity.co.uk/> or by calling us on **0345 555 7 100**.

Pay by card

The easiest way to pay by credit or debit card is by using our online service. It'll store your card details securely so that you don't have to enter them every time. It's easy to do - just press 'Make a payment' on either the app or on your online account, then follow the instructions on screen. You'll need to enter your card details the first time, but if you'd like we can save them to make paying your bill quicker next time.

You can pay by card in the online account here <https://my.ecotricity.co.uk/>

By phone

If you'd like to pay by card but don't have internet access, then we've set up an automated card payment line that you can use. It's really handy and stops you having to wait to speak to one of our agents if we're particularly busy when you need to call us.

Just ring **01453 488101** and follow the instructions.

By bank transfer

You can pay by direct bank transfer (BACS) from your bank account if you'd like to. You'll need your Ecotricity account number and our bank details (see below)

Sort code: 30-40-65

Account number: 01741350

Account name: Ecotricity Limited

Payment reference: Enter your account number, which will be on your bill or at the top of any communications from us.

By cash

If you'd like to pay using cash that's no problem at all. All you'll need to do is take your bill to a **PayPoint** so that they can scan the barcode on the back of it.

You'll then be able to pay using cash there. If you need assistance there should be someone there to help.

How to top up your smart Pay As You Go meter

One of the great things about being a smart Pay As You Go customer is that you can top up from the comfort of your own home. There are three ways you can top up your meter – via our app, over the phone or at a PayPoint shop.

You can top up via our app.

To download the app, please visit the App store or Google Play store.

You can top up over the phone:

To top up your Pay As You Go meter call our automated 24-hour payment line on **0345 812 4444**.

You will need to have your Prepay Account Number to hand as well as a payment card. You can find this number in the email or letter we sent to you when we notified you of the new Top-Up App and automated payment Line.

If you can't find this number, please contact us on **0345 555 7100** and we can help.

You can top up at a PayPoint shop:

You can top up your smart meter at a PayPoint shop, visit consumer.paypoint.com to find your local store.

You will need to have your Prepay Account Number. The easiest way to do this will be to show the barcode in the email or letter we sent to you when we notified you of the new Top-Up App and automated payment line. Or you can check the email or letter we sent you when your meter was first set to prepay mode.

If you can't find this number, please contact us on **0345 555 7100** and we can help.

Ecotricity does not normally provide physical prepayment cards to save on unnecessary plastic usage. However, you can still request one if you would still like a physical prepayment card to use, please contact us on **0345 555 7100** and we can help.

How to top up your Pay As You Go gas & electricity meter

If you've got a card or key meter, you'll need to go to a Post Office, PayPoint or PayZone to top up.

You'll need to register your key and card in your meters before you make your first top up by simply inserting them into the meters – this will ensure the meter is programmed with the correct tariff and reset any settings from the previous occupier or supplier. Your top ups can only be in whole pounds but can be from as little as £1 up to £99 if you're topping up in a PayZone shop or Post Office, and up to £75 if you're topping up in a PayPoint shop. You'll be given a receipt – make sure it says 'credit accepted' on it – and keep it for your records.

Priority Services Register

Our Priority Services Register helps us to help customers with special requirements. Customers – or someone acting on their behalf – can register with us and tell us about any special requirements they have. We also tell their local electricity distribution company that they have special requirements, as they need this information for meter readings and maintenance.

Visit www.ecotricity.co.uk/customer-service/priority-services for more information and an application or call us on **0345 555 7 100**.

What happens if I don't pay my bill

If you don't pay or get in touch with us, we will contact you about the balance outstanding. This could be by email, letter, text messages and phone calls. Depending on the contact information we hold for you.

We also work with debt collection agencies. They may contact you on our behalf to discuss your options and to collect the outstanding balance. They can also reconnect you with one of our trained agents who will support you by discussing the most suitable and affordable way forward.

If no solution is agreed, we may instruct a debt collection agent to visit you at your home. This could result in a Pay As You Go meter being installed, in order for us to recover the money you owe us and for you to pay up front for your energy usage.

This is why it's really important that you get in touch if you can't pay – we're here to help.

Standards of service

As part of our Supply License, we're legally obliged to meet guaranteed standards relating to billing, metering and customer enquiries.

All our staff are carefully selected and given extensive training to help ensure that you receive the highest level of customer service and our customer contact team are rigorously monitored and retested on their competencies.

The industry's Guaranteed and Overall Standards of Service cover the activities of your local network operator. The network operating company owns the local distribution system, which we use to transport electricity from the National Grid to your home. Our industry regulator OFGEM (Office of Gas and Electricity Markets) ensures that the network operators comply with these standards.

What to do if we get it wrong

We aim to provide the highest level of service, but inevitably mistakes do happen. If we've made a mistake, or you're unhappy with any aspect of our service, please tell us and we will strive to put things right immediately.

You can find full details of our complaints process at www.ecotricity.co.uk/customer-service/if-something-goes-wrong, including a downloadable version of our Complaint Handling Code of practice. Or you can get a copy by calling us on **0345 555 7 100**.

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