Late payment and debt collection charges

If you are struggling to pay your energy bill, the most important first thing you can do is let us know. To discuss a variety of options for payment, call us on **01453 790 255** or email **businesscredit@ecotricity.co.uk**.

The team is available between **8.30am – 5pm Monday to Thursday & 8.30am – 4pm on Friday**.

If you are struggling to pay your business energy bills, independent support is also available from **Citizens Advice** and **Business Debtline**. Citizens Advice can provide free, impartial energy advice, while Business Debtline offers confidential debt advice for businesses and self-employed customers.

It is important that your energy charges are paid to terms. However, if you do miss your payment, or we need to take steps to recover money owed to us, this may lead to further debt collection. In these instances any reasonable costs may be recovered.

These additional charges are detailed in the table below.

Debt Stage	Proposed Charge	Notes
Direct Debit Cancellation Fee	£35	Applicable at point of default of Direct Debit
Late Payment Charge	£40, £70, £100	In line with government legislation
DCA Placement	10% of Debt (+ VAT)	Debt collection pass through charges
Visit Charge	£100 (+ VAT)	Visit pass through charge
Warrant Court Fee	£200 (+ VAT)	Court warrant application fee
Warrant Costs	Up to £1,000 (+ VAT)	To be applied 96 hours before planned disconnection

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