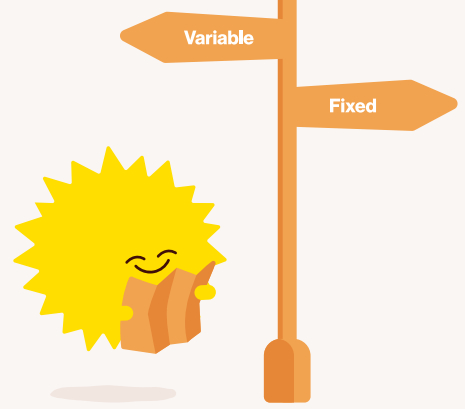


How to manage your Direct Debit.



Paying your bills should be easy right? It's why we've introduced hassle-free Direct Debit as standard.

Variable or Fixed?

Variable Direct Debit

You pay for the energy you use, which means payments will vary across the year. Generally it's lower in summer and higher across winter months.

Fixed Direct Debit

You pay a fixed cost which we've calculated based on your historic consumption we average out across 12 months so you pay the same each month.

What happens if you use more or less energy than we've estimated?

Easy peasy. At the end of the year, we send you an updated statement showing any debit to pay or credit which we will reimburse.

Remember you can update your Fixed Direct Debit online at any time.

Nobody likes nasty surprises.

At E.ON Next, we help our customers stay on top of their finances so we bill monthly as standard. This helps ensure you're paying for the energy you're actually using and avoids any surprise debt. If you have a question about your bill, or would like to discuss more ways to save, get in touch with your Energy Specialists.

Why bills can go up and down with a fixed tariff.

First of all – don't worry, it's perfectly normal for your balance to go up and down throughout the year. We expect to see our customers use more energy when it's colder and less when it's warm, so don't be alarmed if your account is in debt at the end of winter or in credit at the end of summer. To make things easier we ensure you pay the same amount every month, so the credit you build over summer offsets your increased usage in the winter months.

If your account is building too much debt for comfort, this can easily be sorted in two ways:

- 1 Make a one-off payment of the outstanding balance and amend your payment amount to match your ongoing usage.
- 2 Increase your payment amount so that it pays for your future usage, as well as pays off the debt over the next coming months.

This can be done through your online account or by getting in touch. For your own peace of mind, we will always keep track of your payments and energy usage to ensure you're not paying too much or too little. Our aim is to have your account balance at zero after 12 months. If you think you're building too much credit, first check that your account has been billed up to date - as the credit showing may not reflect what has been used since you were last billed. If this is all up to date and you still think the amount of credit is unnecessary, we normally would recommend that you have an additional two weeks of payments. This is just to act as a buffer, in case any of your circumstances were to change. If you've ticked all these boxes and want some of this money back, [email us](#) to request a refund - just be mindful that the credit will build up ready for those chilly months.

Looking for more info on Direct Debits?



Remember, you can always get in touch if you have any questions or are having trouble understanding your Direct Debit, our [FAQs](#) are also super helpful. You can also find us on [Twitter](#) and [Facebook](#) or visit our [community](#) where common questions are answered. Talk soon!

**e-on
next**