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

Please print and fill in the whole form including official use box using a ball point pen and send it to:

FREEPOST
EDF CUSTOMER CORRESPONDENCE

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and Full Post Address of your Bank or Building Society

To: The Manager — Bank/Building Society

Address:

Postcode:

Customer Reference Number†

A -

†The Customer Reference Number is your Account Number which can be found on your bill or your initial contract.

Fixed Direct Debit ☐ Variable Direct Debit ☐

Fixed Direct Debit is a pre-agreed amount and is on a set date. The amount is reviewed regularly to make sure you only pay for the energy you use.
Variable Direct Debit is based on meter readings and won't be on a set day each month. The amount will be taken 14 days after your bill. If a reading isn't received, the amount you pay will be estimated.

Service User Number

5 7 3 6 2 7

For EDF Energy Customers Ltd official use only.
This is not part of the Instruction to your Bank or Building Society

Please complete your name and address details, so we can match this to our records.

Name:

Address:

Postcode:

Telephone:

When would you like to pay?

Please only select a payment date if choosing Fixed Direct Debit

Instruction to your Bank/Building Society

Please pay EDF Energy Customers Ltd 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 EDF Energy Customers Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature (s):

Print Signature (s):

Date:

Please note that some 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.

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, EDF Energy Customers Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request EDF Energy Customers Ltd 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 EDF Energy Customers Ltd 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 EDF Energy Customers Ltd 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.

Please retain this Direct Debit Guarantee Section

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EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 02228297 whose Registered Office is at 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales.