

EDF Business
Solutions



Direct Debit

explained



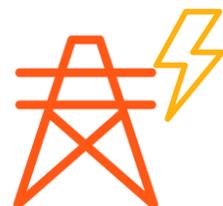
Direct Debit

explained...

**Paying bills takes time and time costs money.
A Direct Debit saves you both by:**

- Reducing your workload through less admin and more time saved with no BACs transfers and no postage costs when paying via cheque
- Avoiding late payment interest charges because your bills are always paid on time.

When you pay by Direct Debit, you are protected by a money back guarantee from the bank in the event of any errors. We'll cover what this means on the next page.



Did you know?

Paying one bill is estimated to cost organisations between £20 and £50 in administration time. Multiply that by the number of bills you process and it adds up to a lot of cash.

Direct Debit is the efficient cost effective alternative.



Direct Debit

Guarantee...

The Direct Debit Guarantee applies to every single Direct Debit, protecting you in case EDF or the bank makes a mistake.

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits, and you can cancel a Direct Debit at any time
- Every organisation using Direct Debit is inspected and vetted by banks before they're allowed to collect your money - so you know it's in safe hands
- If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you (normally within 10 working days) in advance of your account being debited or as otherwise agreed
- If an error is made in the payment of your Direct Debit, either by EDF or your bank, you are entitled to a full and immediate refund



A decorative graphic consisting of a sunburst of yellow lines on the right, and three yellow triangles on the left, all positioned above an orange banner.

Understanding your bills

It's important you understand your bill format.
There are two sections to your bill:

- **Billing invoice** - This section summarises your account balance and recent charges. It explains what you need to do and by when.
- **Billing detail** - This section details how different charges make up your total bill. You'll see specific metering information, including meter readings your bill is based on.

[Bill Guide >](#)

How to Pay Pack

Your How to pay your EDF Bill - guide pack covers all the essential information needed when it comes to paying your bill, including ways to pay.

[Click Here >](#)

Direct Debit Instruction

To set up a direct debit, simply download the below form, complete and return to us.

Alternatively, contact us for advice on 0845 300 4904.

[Click Here >](#)



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