

Please fill in the whole form using a ball point pen and send it to:

Sutton Decentralised Energy Network
Civic Centre,
St. Nicholas Way,
Sutton, SM1 1EA

Instruction to your bank or building society to pay by Direct Debit

Name(s) of account holder(s)

Service user number

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Bank/building society account number

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Reference

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Branch sort code

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Instruction to your bank or building society

Please pay **Sutton Decentralised Energy Network** 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 **Sutton Decentralised Energy Network** and, if so, details will be passed electronically to my bank/building society.

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Signature(s)
Date

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.

The 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 **Sutton Decentralised Energy Network** will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request **Sutton Decentralised Energy Network** 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 **Sutton Decentralised Energy Network** 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 **Sutton Decentralised Energy Network** 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.

The Benefits of Direct Debit

The benefits are worth the few minutes it takes to set up a Direct Debit.

It's guaranteed

Direct Debit payments come with a guarantee so you're automatically protected by three important safeguards:

- An immediate money back guarantee from your bank in the event of an error in the payment of your Direct Debit
- Advance notice if the date or amount changes
- The right to cancel at any time.

It gives you peace of mind

Direct Debit is one of the safest and most reassuring ways of paying your bills:

- Payments are made automatically, so bills are never forgotten, lost in the post or delayed by postal problems and there's no risk of late payment charges
- Organisations using the Direct Debit scheme have to pass a careful vetting process, and are closely monitored by the banking industry
- The Direct Debit Guarantee protects you and your money. It's offered by all banks and building societies that take part in the scheme.

It saves you time

Modern life is hectic – but Direct Debit helps. It takes away much of the hassle associated with paying bills, and puts an end to queuing at the bank and filling out cheques. You'll find it easier to stay on top of your bills, and you'll know exactly how much money is going out each month. For businesses paying by Direct Debit also means reduced workload and paperwork for your finance department.

It spreads the costs

Paying your bills by Direct Debit can allow you to spread costs over a period that you agree with us.