



PAYING YOUR BILLS

What are my payment options?

Direct Debit – let's keep it simple

Paying for your energy should be simple and hassle-free, that is why at Green Network Energy we think that a monthly fixed Direct Debit is the best method for our customers. It's a safe, automated way to pay for your energy. Payments are spread across the year and because we tell you how much you'll be paying each month it helps with planning the household budget.

Setting up your Fixed Direct Debit

We use the data we receive about your usage - for example, the information you provide when you sign up or your meter readings to estimate how much energy you will use over a year and then divide it into 12 equal payments.

You know how much you'll be paying each month and we schedule your payments to coincide on or just after the anniversary of when we started to supply you. If we started to supply you on the 5th of January then your payments will be on or just after the 5th of every month.

At least once every six months Green Network Energy will review your usage and Direct Debit amount to make sure you aren't over or under paying. However, we will not make any changes to the Direct Debit without telling you first and explaining the reasons.

You can help us to make sure your account is up to date by sending us regular meter readings. They also help to ensure you're paying the right amounts and avoid any nasty surprises.

For additional piece of mind, [Direct Debit](#) payments are backed by the Direct Debit Guarantee, which sets out the rules we have to work by when managing your Direct Debit.

Changing your Direct Debit date or amount

After the first three months of successful Direct Debit payments, you may be able to alter your payment date to one more suitable for you. You will need to contact customer services on 0800 520 02 02 to arrange this.

Other ways to pay

Sometimes it may also be necessary to make one off payments or if for some reason, you are no longer able to make Direct Debit payments then there are alternatives. It's important to remember you may lose any Direct Debit discount if you need to pay for your energy regularly using a different method.

Our customer services team can offer you advice before you make a decision to change the way you pay. The easiest way to get in touch is to log in to your Green Network Energy account and send us a message and we'll arrange a time to talk with you.

Alternatively you can call customer services on 0800 520 02 02. Lines are open Monday to Friday 08:30 – 18:30 and Saturday 09:00 – 14:00.

BACS payment

You could make payments electronically if you have an online banking service. You would need to make sure to include your energy account number as payment reference so that the payment is allocated directly to your energy account and help us to update your balance as quickly as possible.

Payments usually take at least two to three working days to reach us, and you should check with your bank to ensure that payment is made in time to reach us by the due date. To make a BACS payment you'll need our bank account details:

Bank: Barclays Bank Plc
Sort code: 20-47-35
Account Number: 43194752
Payee: Green Network Energy Limited

Cheque

For cheque payments please allow at least five working days before any due date for us to receive your payment. Your cheque should be made payable to "Green Network Energy Limited" and sent to:

**Accounts Receivable, Green Network Energy,
Po Box 2143, Croydon, CR90 9RZ.**

Don't forget to attach a stamp and to write your energy account number on the reverse of your cheque.

Cash

You can pay by cash or cheque at any bank. Just fill out the payment slip provided at the bank. Don't forget to include your energy account number as a payment reference so that we can correctly and quickly allocate the payment to your energy account. You'll need our bank account details which are as follows:

Bank: Barclays Bank Plc
Sort code: 20-47-35
Account Number: 43194752
Payee: Green Network Energy Limited

What Happens if I can't or don't pay my bill?

You may incur charges for failing to pay and in the long term, continued failings may affect your credit rating, so it's best to contact us as soon as possible.

At Green Network Energy we understand that occasionally customers may have problems paying their bills. If you are having difficulties paying your bill then by getting in touch we can find a way to help.

We'll work with you to consider your individual and household circumstances and do our best to offer provide a suitable solution. You can contact us via:

Website: visit www.greennetworkenergy.co.uk, log into your account and fill in our online contact form.

Phone: Contact customer services on **0800 520 02 02**. Lines are open between 8:30am-18:30pm Monday to Friday, 9.00am – 1pm Saturdays

How we can help

Our customer services team can offer advice on a number of payment options, for example we might set up a payment plan where amounts are taken weekly or fortnightly to help you pay the bill in more manageable amounts. Other help we can offer includes:

- Our Help Centre has advice on how to reduce energy usage and save money: www.greennetworkenergy.co.uk/energy-saving-advice/ ;
- A short-term payment deferment;
- Agreeing a debt repayment plan as instalments;
- Agreeing a regular instalment plan for future bills;
- If you're on certain means-tested benefits, arranging for payment to be deducted automatically from your benefits through the Fuel Direct Scheme;
- If you need help managing your energy usage, or if you're struggling to pay for your energy, we may agree to the installation of a Prepayment meter to replace your standard credit meter. We'll help you decide if it's the right option for you;
- Very rarely and only if it is necessary and safe we may obtain a warrant to enter the property and fit a prepayment/ Pay-As-You-Go meter;

If we are unable to make contact or agree a way to recover any debt we may pass your details on to a debt collection agency.

If all of the above fails and we still have not received payment then as a last resort we may be forced to disconnect your supply. However we will never disconnect

a supply during winter (October to March) if the person living there is of pensionable age and lives alone or is of pensionable age and lives with other people who are all of pensionable age or under the age of 18.

In addition, we will never knowingly disconnect any house where someone relies on electrical medical equipment like dialysis or a breathing support machine. If we do need to stop your supply for any other reason, we'll let you know in plenty of time. In addition, if we need to temporarily stop your gas (for example to repair something), we will work with your network operator and sort out other arrangements for heating and cooking.

Green Network Energy will always work with our customers to avoid any disconnection or loss of supply so if you are struggling then please contact us.

Independent Advice

At any stage in the process you can access free, impartial energy advice from the Citizens Advice Bureau. They can also help with other energy related matters including getting help paying your energy bills, choosing between tariffs and comparing energy suppliers. They can be contacted by calling:

03444 111 444 in England

03444 77 20 20 in Wales

03454 04 05 06 in Scotland