

DIRECT DEBIT INSTRUCTION



Paying electricity bills can be a chore. In the first instance you have to remember to pay the bill and whichever way you choose to pay, you spend time or money either writing a cheque or standing in queues.

Nearly half of our customers now pay with Direct Debit as it is the most convenient way for them to pay bills. It is by far the most efficient and straight forward method of settling your electricity bills automatically, as well as saving you the time and inconvenience of paying your bills by cheque or cash. If ever you move home we will arrange for you to continue paying by Direct Debit at your new address.

What types of Direct Debit are there?

We know our customers prefer flexible ways to pay for their electricity accounts, so we offer two types of Direct Debit:

- **Monthly Direct Debit** spreads your electricity costs evenly throughout the year, whereas
- **Variable Direct Debit** allows you to pay the full amount of your electricity bill approximately ten days after your account has been produced.

You will also automatically receive a £1.00 discount per bill.

Are there any Guarantees?

Yes. All Direct Debits are backed by the Direct Debit Guarantee, which means you can pay with complete confidence, knowing you are in safe hands. The Guarantee protects you in the rare event that there is an error in the payment of your Direct Debit and is outlined for your information below, please retain this for your information.

The Direct Debit Guarantee This guarantee should be detached and retained by the payer.

- 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 Manx Utilities Authority will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Manx Utilities Authority 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 Manx Utilities Authority 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 Manx Utilities Authority 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.

How do I sign up for Direct Debit?

All you need to do is complete the Direct Debiting Instruction below and either hand deliver to Manx Utilities Headquarters or post to Manx Utilities, PO Box 177, Douglas, Isle of Man, IM99 1PS



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



Please fill in the whole form using a ball point pen and send to:
Manx Utilities, PO Box 177, Douglas, Isle of Man, IM99 1PS

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society

Address

Postcode

Name(s) of account holder(s)

Bank/Building Society account number

Branch sort code

Service user number

855639

Reference

FOR MANX UTILITIES AUTHORITY OFFICIAL USE ONLY
This is not part of the instruction to your Bank or Building Society
PAYERS PLEASE COMPLETE

Customer Reference Number

VARIABLE MONTHLY Amount £

Please debit my account on (for monthly only) - -

and continue to debit my account on that day each month until otherwise notified

Name and address of account to be direct debited

Name Mr/Mrs/Ms _____

Address _____

Postcode _____

Instruction to your bank or building society
Please pay Manx Utilities Authority 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 Manx Utilities Authority and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date