



TOTAL GAS & POWER LIMITED



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

### To Pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to address below. Alternatively you can e-mail your DD mandate to [newstarts@totalgp.com](mailto:newstarts@totalgp.com) If you have any questions please call **0333 003 7874**

First Bill Team  
 Total Gas & Power Limited  
 Bridge Gate, 55-57 High Street,  
 Redhill, Surrey  
 RH1 1RX

Name(s) of Account Holder(s)

  


Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To the Manager:  Bank Building Society:

Address:

Post Code:

Reference Number (To be completed by Total Gas & Power)

Service user number

**This is not part of the instruction of your Building Society. Please complete your name and address details.**

Name:  Position:

Company:

Address:

Post Code:

Please enter your ten digit TGP account number if known.

If you have not been assigned a TGP account number, or if you do not know it. Please enter your Meter Point Administration Number (MPAN) for Power customers. Or if you are a Gas customer, please enter your Meter Point reference Number(MPRN) associated with the contract, in box provided below.

If you wish to have multiple MPAN/MPRN attached to this instruction please e-mail: [newstarts@totalgp.com](mailto:newstarts@totalgp.com) with a complete list.

### Instruction to your Bank or Building Society

Please pay Total Gas & Power 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 Total Gas & Power and, if so, details will be passed electronically to my Bank/Building Society.

Signature:  Date:

Print Name:

Signature:  Date:

Print Name:

**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, Total Gas & Power Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Total Gas & Power 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 Total Gas & Power Ltd or your bank or building 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 Total Gas & Power asks you to.
- You can cancel a Direct Debit at anytime by simply contacting your bank or building society. Written confirmation maybe required. Please also notify us.

