



TOTAL GAS & POWER LIMITED



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

To pay by Direct Debit

Please complete this form using a ball point pen and email it to newstarts@totalgp.com

New Starts
 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 to your Bank or Building Society. Please complete the details below in full using the **name on your contract** with Total Gas & Power.

Name: Position:

Contract or Company Name:

Address:

Post Code:

If you have a 10 digit account number, please enter it here. Otherwise, if you are an electricity customer, please enter your MPAN (meter point administration number). If you are a gas customer, please enter your MPRN (meter point reference number).

If you wish to have multiple MPANs/MPRNs attached to this instruction, please e-mail 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.

