

Mr James Latto
67 NEW RIDLEY ROAD
STOCKSFIELD
Northumberland
NE43 7EJ

Your account number:
187277645

Supplying energy to:
67 NEW RIDLEY ROAD
STOCKSFIELD
NE43 7EJ

yUQqRSwx
jLwWVc
tLwWVc
xzbh:2oak
kW3y:sSuK

Our letter code: PSSU

10th March 2016

About your payments

Making sure everything's on the money

Dear Mr Latto

It's not long before we'll have you switched over to npower. You've chosen to pay for your gas and electricity by monthly Direct Debit. So all you need to do is check your payment details below and let us know if anything isn't quite right.

Your payment details

Monthly payment amount for future energy use:	£86.00
Payment date:	1st
First payment date:	01 April 2016
Payment will be taken on the next working day if this date falls on a weekend or Bank Holiday.	
Name of account holder:	Mr James Latto
Bank account number:	****9844 (Last 4 digits only)
Branch sort code:	40 47 75



Your next steps

Check your payment details opposite are correct

Take a look at the Direct Debit leaflet included with this pack

Get in touch if anything needs changing

0800 073 3000

0330 100 3000

8am to 8pm Monday to Friday
and 8am to 6pm on Saturdays

We're nearly ready to supply your energy



1 Great News

You've picked us



2 Cooling off

You've got 14 days to change your mind



3 Switching

We'll let your current supplier know you're moving to us. Keep paying them until we tell you otherwise as they can prevent the move if you have an outstanding balance



4 Meter readings

We'll send you confirmation when your supply and account is live with us and at that point we'll ask you for your first meter reading



You're here

5 Payment details

As you're entering into a payment scheme with us, like Direct Debit, here are your confirmation details

How does monthly Direct Debit work?

Direct Debit is a convenient and flexible way to spread the payments on your energy account across the year, helping you to stay on top of your costs. We want to help you make sure you pay just the right amount for your energy. To do that, we'll do a check to make sure your monthly payments are at the right level, roughly at the same time your meter reading is due. In your first year we'll do this in anything from 1 to 7 months' time, whenever your first meter reading is due after you've been on supply for 28 days. After that, we'll review how much you're paying every 6 months and you'll receive a statement which gives you an update. That way, if you're building up too much debit or credit, we can let you know and adjust your Direct Debit by the right amount.

The enclosed leaflet tells you more. And we've made a series of short video guides to help explain. You can view these at npower.com/dde

Keeping your payments up to date

Hopefully, you won't ever have any problems keeping up your payments, but if you do, speak to one of our friendly advisors on 0800 073 3000 or mobile 0330 100 3000 and they'll do all they can to give you help and advice.

Yours sincerely



Chris Thewlis
Customer Services Director

Direct Debit Guarantee



This Guarantee is offered by all banks and building societies that pay Direct Debits.

1. If there are any changes to the amount, date or frequency of your Direct Debit, npower will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you ask npower to collect a payment, we'll confirm the amount and date at the time of the request.
2. If an error is made by npower or your bank or building society, you are entitled to a full and immediate refund of the amount paid by Direct Debit from your bank or building society.
3. If you receive a refund you're not entitled to, you must pay it back when npower asks you to.
4. 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.

Making sure your regular payment is at the right amount

We want to help you make sure you pay just the right amount for your energy. To do that, we'll do a check to make sure your regular payments are at the right level, roughly every 6 months at the same time your meter reading is due.

You'll receive a statement which gives you an update. That way, if you're building up too much debit or credit, we can let you know and adjust your regular payment by the right amount.

Your credit rating

If you miss or are late in making a payment on your account, we may share your payment information with credit reference agencies, in line with your terms and conditions.

This may affect your credit rating and may affect your ability to get credit in the future.

Online account services



Why not sign up for an online account, so you can view your bills online whenever you want, with paperless billing.

Because we can't collect your meter readings automatically, (unless you have a smart meter) you may want to sign up for reminders. We'll automatically send you a reminder when it's just the right time to read your meter, and this could mean an end to estimated bills.

Visit npower.com/meterread

It's quick and easy to register.



Get in touch if anything needs changing



npower.com

0800 073 3000

0330 100 3000

**npower, PO Box 177,
Houghton le Spring, DH4 9AQ**

Lines are open 8am to 8pm Monday to Friday and 8am to 6pm on Saturdays

Phone calls: Calling us on a 0800 number is normally free when you call from a landline but charges may vary if you use a mobile. Alternatively you can call us on 0330 100 3000 and it will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls on a 0330 number will be part of these.