



SCOTTISHPOWER

24 hour emergency

Electricity 0800 072 7282

www.scottishpower.co.uk

0800 027 0072

8am - 10pm weekdays

8.30am - 6pm Saturday

Find us on   

DR NUNO GUERREIRO
15 Hillview Place
West Street
Newbury
RG14 1BF

Account Number:

16016637763

Supply Address: FLAT 15 HILLVIEW PLACE WEST STREET NEWBURY
RG14 1BF

Date: 24th June 2015

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Dear DR NUNO GUERREIRO

We've amended your payment amount

We recently reviewed your monthly Direct Debit payments and as a result have updated your account. Below you'll find confirmation of your new payment amount.

Your new monthly payment details

Your new monthly payment is £23.92.

We'll collect your first payment of £23.92 on 9th July 2015 from the account shown overleaf.

Any questions?

Visit www.scottishpower.co.uk/directdebit for everything you need to know about your Direct Debit, including how you can take more control of your payments.

Thanks for being a ScottishPower customer.

Yours sincerely,

Lynda Clayton

Customer Service Director

Please note:

We'll collect your payments from the account details shown below. The payment will be collected by ScottishPower under reference 909889.

Account name: LLOYDS BANK PLC
 Account number: *****7268
 Bank sort code: ** - ** -89

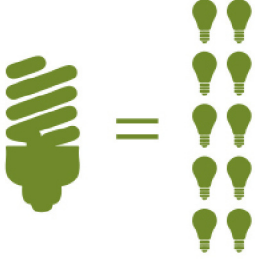
If any of these account details are wrong please let us know right away.

How we calculate your payments


We calculate the cost of the electricity we forecast you'll use over the coming year, including any outstanding credit/debit and divide this figure by 12 to calculate your monthly payment. We carefully monitor how much electricity you use, and change your payment up or down to make sure you're paying the right amount.

Use energy smarter and save


Reducing your energy use and using your energy more efficiently can help you save on your bills – but how do you get started? To help you, we've put together our top tips for this season below, and you can find even more at www.scottishpower.co.uk/ee



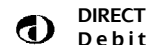
Energy saving light bulbs last up to 10 times longer than ordinary light bulbs and could save you a significant amount on your bills.



Look out for the energy efficiency rating whenever you buy new appliances. "A" rated appliances are the most efficient and cheapest to run.



Washing at 30°C uses about 40% less electricity than at a higher temperature. Try to wash full loads.

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